



Application Support Specialist Job pack

Thanks for your interest in working at Citizens Advice. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you'll find:

- Our values
- 3 things you should know about us
- Information about the team, organisation and role
- The role profile and person specification
- The benefits of working at Citizens Advice
- Our approach to equality and diversity

Want to chat about this role?

If you want to chat about the role further, you can contact James Blackmore by emailing jame.blackmore@citizensadvice.org.uk or calling 03000 231769

Our values

Purpose driven - we always focus on the people who need our help

People focused - we recognise, value and reward contributions and talents in an open, fair and meaningful way

Collaborative - we build relationships across teams and locations to foster innovation and inclusive ways of working

Transparent - We're open and honest, sharing information early and often whenever we can

3 things you should know about us

1. We're local and we're national. We have 6 national offices and offer direct support to people in 279 independent local Citizens Advice services across England and Wales.

2. We're here for everyone. Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

3. We're listened to - and we make a difference. Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

How our organisation works

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.

This role sits in the national charity, which includes

- 950 national staff working in one of our 6 offices or as homeworkers, or as part of the Witness Service from over 240 courts across England and Wales
- 3000 Witness Service volunteers

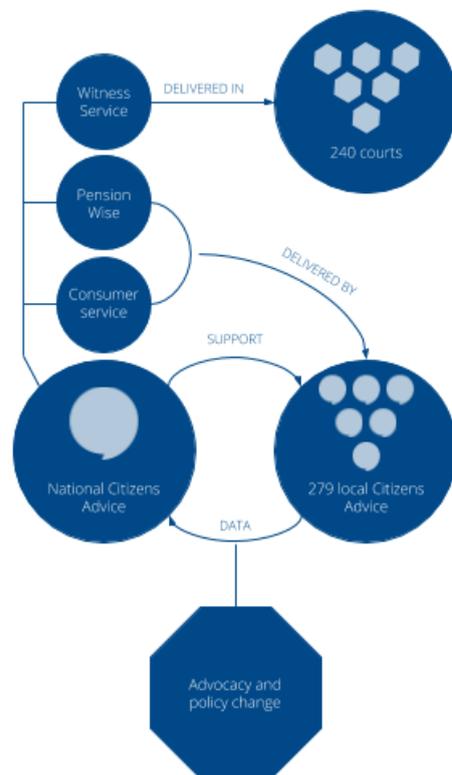
Our network members are all independent charities, delivering services from

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

They do this with:

- 6,500 local staff
- over 23,000 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live.





The team

The role you're applying for is in the **Data, Design and Technology (DDaT)** directorate and in the **Technology** team.



The role

We are looking to introduce a new member to the Application Support Team who will provide product focused support for services and applications recommended or provided by Citizens Advice. The team provides specialist product/application support to customers and colleagues (both within Central Citizens Advice and Local Citizens Advice), developing and maintaining expertise in particular products and services which can be used to inform ongoing product and process improvements.

The successful candidate will have:

- excellent level of customer service including the ability to explain technical information clearly to a non-technical audience
- Good inter-team and customer service/relationship communication skills.
- proven ability to develop an in-depth understanding of complex technical systems and the connections between systems, associated statistical reports and business processes.
- proven ability to investigate, diagnose and understand user technology problems and propose practical solutions (analytical and problem solving skills)
- a good appreciation for the importance of confidentiality, data assurance and data protection (GDPR)
- experience generating guidance and training materials (documentation/videos etc)

The ideal candidate will be results-driven and focussed on putting the needs of our Clients and Customers at the centre of what we do.

Desirable skills:

- familiarity with Ticket Management
- experience using data to assist with investigating issues (such as audit logs)
- Knowledge / awareness of Tableau, Google Analytics, Spreadsheets
- Knowledge / awareness of agile methodologies
- Knowledge / awareness of ITIL framework

We particularly welcome applications from disabled and Black, Asian and Minority Ethnic (BAME) candidates as BAME and disabled people are currently under-represented throughout Citizens Advice. We are a member of the race equality campaign at Business in the Community, the Prince's responsible business network and are committed to improving employment opportunities for ethnic minorities across the UK. We also welcome applications from, LGB and Trans and non-binary candidates.

We have made a positive commitment to employing disabled people and guarantee to interview all disabled candidates who meet the minimum essential criteria for the role as set out in role profiles.



Role profile

Band:	Senior Officer	
Reporting to:	Application Support Manager	
Proficient salary:	Basic salary of £35,065	
Location:	Flexible within England and Wales	Travel H/M/L: Occasional travel required
Team overview:	<i>The Application support team provides specialist application/product support to Citizens Advice service users, focusing on services recommended or provided by Citizens Advice</i>	
Role purpose:	<i>Provide specialist support, developing and maintaining expertise in particular products and services, and use this to inform ongoing product improvements</i>	

Key accountabilities	Key elements/Tasks	% of Time
Deliver individual strategic projects/business plan objectives	<p>Working with wider support teams and a range of stakeholders to deliver specialist application support remotely using a variety of channels.</p> <p>Diagnosing problems and resolving issues, liaising with external suppliers, internal product teams, our information governance team and a range of data sources to analyse and improve systems and processes</p> <p>Ensure that work undertaken reflects and supports the wider Citizens Advice Service's Equality and Diversity Strategy</p>	40
Implement best practice systems and processes	<p>Use and implement best practice systems and processes in user application support</p> <p>Maintain systems and processes used within the application support team to ensure users are helped effectively and efficiently</p> <p>Create, own and maintain training and guidance material aimed to achieve best practise</p>	20
Maintain expertise and insight	<p>Develop specific expertise in one or more products and services, acting as the technical lead in Citizens Advice on this area. These may include:</p> <p>In house bespoke Products or product features</p> <p>Business functions such as project reporting</p> <p>Automation and management of incoming support demand</p> <p>Taking ownership for wider team and customer training needs</p>	20

	Manage your own day to day activities to deliver tasks on time and to the required standard and regulatory compliance (GDPR) while gaining experience and expertise on subject matter	
Contribute to team	<p>Be an active member of the team, identifying opportunities for your own development.</p> <p>Contribute to the good and efficient working of the team in delivering against the business plan.</p> <p>Compliance with Citizens Advice policies and procedures, including health and safety and GDPR</p>	10
Financial Management	<p>Monitor and challenge spending on projects/day to day activities.</p> <p>Demonstrate financial efficiency and value for money throughout work.</p>	5
Other	<p>Deputise for senior staff, and supervise staff and volunteers, as required from time to time.</p> <p>Undertake any other duties as may be reasonably required within the scope of the role.</p>	5



Person specification

Essential Criteria

1. Develop an in-depth understanding of complex technology systems and the connections between systems, associated statistical reports and business processes.
2. Ability to investigate, diagnose and understand user technology problems and propose practical solutions.

3. Draw wider lessons and trends from individual user experiences, and implement systemic solutions
4. Good understanding of industry standards with regard to the inclusivity and accessibility of technology solutions and putting the user (colleagues and customers alike) at the heart of everything we do.
5. Good communication skills, able to communicate with a vast range of audiences with differing needs from Chief Officers and Trustee members to Operational Staff and external suppliers, including the ability to explain technical information clearly to a non-technical audience
6. Proven ability to manage workload and prioritise as part of a support team

Desirable skills

1. familiarity with Ticket Management
2. experience using data to assist with investigating issues (such as audit logs)
3. Knowledge / awareness of Tableau, Google Analytics, Spreadsheets
4. Knowledge / awareness of agile methodologies



Terms and conditions

1. PROFICIENT SALARY: As advertised

Appointment may be at an initial salary level (90 or 95% of the proficient salary) or at the proficient salary, depending upon skills and abilities as assessed during the recruitment process.

If you are a designated essential car user, you will receive an Essential Car User Allowance payment in addition to your salary.

2. ANNUAL/TOTAL LEAVE

Annual leave is 26 days pro rata per annum from 1st January to 31st December, plus 4 fixed days (normally over Christmas and New Year). Additionally, there is Long Service Leave of 1-5 days after 3-7 years service.

3. PENSION SCHEME

Citizens Advice provides a Group Stakeholder scheme. Further details of this scheme will be provided to the successful applicant at offer and contract stage.

4. LEARNING AND DEVELOPMENT

Citizens Advice has a co-ordinated staff training and development strategy. This will mean that training for your current job, and future career developments relevant to Citizens Advice will be provided and you will be encouraged to take an active role.

5. INTEREST FREE LOANS

Interest-free loans are available to purchase season tickets for travel, and for career development purposes. If you are a designated essential car user, interest-free car loans are also available.

6. SALARY SACRIFICE SCHEMES

Citizens Advice offers salary sacrifice pension and operates a Cycle to Work scheme which provide a tax-efficient method for employees to contribute to their personal pension or purchase a bicycle for commuting to work.

7. DISCLOSURE AND BARRING SERVICE CHECKS (DBS)

Some Citizens Advice positions may require the successful candidate to undergo a DBS check.

8. EQUALITY AND DIVERSITY

Citizens Advice recognises the positive value of diversity, promotes equality and challenges unfair discrimination. We recognise people with different backgrounds, skills, attitudes and experiences bring fresh ideas and perceptions, and we wish to encourage and harness these differences to make our services more relevant and approachable. Citizens Advice will not discriminate or tolerate discriminatory behaviour on the grounds of race, colour, sex, transgender, disability, nationality, national or ethnic origin, religion or belief, marital/partnership or family status, sexual orientation, age, social class, educational background, employment status, working pattern, trade union membership or any other irrelevant factor in any aspect of employment.

Our values include a commitment to equality and fairness, and to valuing each other. All our employees are expected to have read and understood our Equality and Diversity Policy and to ensure they behave in accordance with its principles. Breaches of the policy may lead to disciplinary action.

9. DIGNITY AT WORK

Citizens Advice is committed to providing a culture in which all staff value each other and are able to work together to their full potential in an inclusive environment free from harassment, bullying and other unacceptable forms of behaviour. Unacceptable behaviour in the workplace will be actively dealt with, all complaints will be taken seriously, confidentiality will be respected and victimisation of those that raise complaints will not be tolerated.

Our values include commitments to work together and value each other - all our employees are expected to have read and understood our Dignity at Work Policy and to ensure they behave in accordance with its principles. All staff are responsible for helping to create and maintain a positive and inclusive working environment free from bullying and harassment. All managers have a particular responsibility for ensuring a supportive and inclusive working environment in which dignity at work is actively promoted.

10. PROBATIONARY POLICY

New appointments are subject to a six months probationary period. Performance is reviewed after three months and again after six months. At the end of the probationary period the outcome of the assessment may be

confirmation of post; notice of dismissal; or at Citizens Advice's discretion, an extension of the probationary period by a further three months.

11. POLITICAL IMPARTIALITY

An important part of the principle of impartiality is that Citizens Advice staff are seen to be upholding the principle of party political impartiality. To avoid possible misunderstanding or possible conflicts of interest guidelines have been established on staff taking part in party political activities. If you currently hold, or are intending to stand for local or national party political office, we will expect you to tell us about this if shortlisted for interview.

13. LOCATION

As advertised

14. EMPLOYMENT STATUS

As advertised

15. FLEXIBILITY

Our roles are open to discussion about flexible working, which may include arrangements such as part-time working, formalised flexitime, fixed (non-standard) working hours, working from home and job-sharing.

16. HOURS OF WORK

As advertised

Normal full time working hours are 9 - 5.15, Monday to Friday, although these hours may vary from week to week to meet the needs of the job. Staff may be able to agree a different working pattern with their manager.

Citizens Advice is an operating name of The National Association of the Citizens Advice Bureaux.



What we give our staff

We value the people who work here - and we show that in what we offer. As well

as things like annual leave and our workplace pension, working at Citizens Advice means getting access to many benefits.

- **A commitment to your development.** We have a coordinated staff training and development strategy. This means that training will be provided both for your current job and for your development.
- **Employee assistance programme.** Everyone working at Citizens Advice has immediate access to professional and completely confidential counselling and legal advisory services.
- **Interest free loans.** We offer loans for travel season tickets, and for career development purposes. We offer interest free car loans if you're a designated car user.
- **Support when things in your life change.** We'll be there for you with options for flexible working, career breaks, and support for parents and carers.
- **Great everyday deals.** Working at Citizens Advice gives you access to a number of deals and discounts via our Your rewards discount scheme.

You can find out more about what we offer our employees [on our website](https://www.citizensadvice.org.uk/about-us/job-and-voluntary-opportunities/citizens-advice-job-opportunities/citizens-advice-staff-benefits/):
<https://www.citizensadvice.org.uk/about-us/job-and-voluntary-opportunities/citizens-advice-job-opportunities/citizens-advice-staff-benefits/>



Equality and diversity at Citizens Advice

Citizens Advice is fully committed to stand up and speak up for those who face inequality and disadvantage. We want this to be reflected in the diversity of the people who work for us.

To help us achieve this, we aim to make our recruitment process as fair as it can

be. We also offer support to disabled candidates to make sure no one loses out on a role because of their condition.

- **We judge the application, not the person.** The select panel won't see your personal details. This makes sure each person's response is judged on its merits and not on their background.
- **We offer a guaranteed interview scheme.** If you have a disability and your application meets the minimum criteria for the post, we'll interview you for it. [Find out more here:](https://www.citizensadvice.org.uk/about-us/job-and-voluntary-opportunities/citizens-advice-job-opportunities/guaranteed-interview-scheme/)
<https://www.citizensadvice.org.uk/about-us/job-and-voluntary-opportunities/citizens-advice-job-opportunities/guaranteed-interview-scheme/>
- **We're a Disability Confident employer.** We're committed to changing attitudes towards disability, and making sure disabled people have the chance to fulfil their aspirations. [You can find out more on:](https://www.gov.uk/guidance/disability-confident-how-to-sign-up-to-the-employer-scheme)
<https://www.gov.uk/guidance/disability-confident-how-to-sign-up-to-the-employer-scheme>
- **We're part of the Equality and Diversity Forum.** This means we're committed to progress on age, disability, gender, race, religion and belief, sexual orientation and broader equality and human rights issues. [Find out more here:](https://www.citizensadvice.org.uk/about-us/about-us1/equality-and-the-citizens-advice-service/equality-and-diversity-forum/)
<https://www.citizensadvice.org.uk/about-us/about-us1/equality-and-the-citizens-advice-service/equality-and-diversity-forum/>

Our commitment to equality runs through everything we do - read our [Future of Advice Strategic framework](https://www.citizensadvice.org.uk/about-us/about-us1/future-of-advice-our-strategic-framework-2019-22/) to find out more:

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