



# Design support officer

## 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

# 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

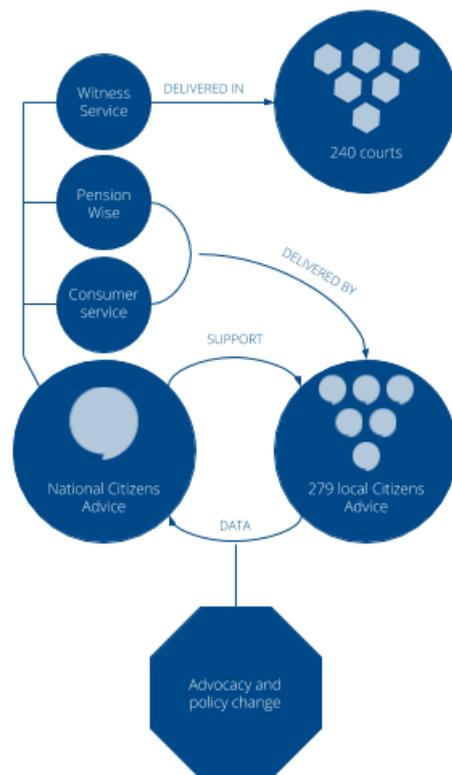
Our network members are all independent charities, delivering services from

- 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 Advice and Advocacy directorate and in the **Energy policy** team. Here are **3** ways you can find out more about us:

1. [Citizens Advice - for everyone, for 80 years:](https://wearecitizensadvice.org.uk/for-everyone-for-80-years-98601c688814)  
<https://wearecitizensadvice.org.uk/for-everyone-for-80-years-98601c688814>
2. [Beyond the job pack: 4 staff describe what it's like to work at Citizens Advice:](https://wearecitizensadvice.org.uk/beyond-the-job-pack-305976d4b8d7)  
<https://wearecitizensadvice.org.uk/beyond-the-job-pack-305976d4b8d7>
3. [Our Energy policy research:](https://www.citizensadvice.org.uk/about-us/our-work/policy/energy-policy-research/)  
<https://www.citizensadvice.org.uk/about-us/our-work/policy/energy-policy-research/>



## The role

### About the job

We're an organisation with a relentless focus on making society fairer. Each year we help 2.8 million people to solve their problems face to face and see over 34.5m visits to our website. This data and our reputation give us unparalleled influence. We have a unique insight into emerging trends and issues affecting people, and we use it to work with government, regulators and industry to improve people's lives.

In this role you'll be working with our policy teams to turn our research, evidence, and policy arguments into high quality visually engaging outputs which help make our case.

You'll be based in our Energy policy team but will provide support across our

policy teams (covering issues including welfare, essential consumer markets such as banking, telecoms and insurance, and post).

You'll provide design support, designing reports, infographics and other outputs (eg. for social media) which communicate complex policy asks in a visually engaging way.

You'll also create templates for reports and other outputs which will be used by our policy teams - shared with stakeholders, decision makers and on social media to support our campaigns.

## **About you**

- You'll have experience creating visually engaging templates and outputs in G-Suite (primarily Google Slides and Google Docs)
- You'll have experience of using design tools such as Adobe Indesign and Adobe Illustrator to create templates and assets from scratch, and update existing work
- You'll have a great eye for detail and be able to support our policy teams to communicate their work in a visually engaging manner
- You'll be joining a busy and energetic team - you'll need to be able to get started on new tasks quickly
- You'll need to be organised and efficient and be able to juggle multiple tasks

We are always happy to consider flexible working, which may include arrangements such as part-time working, formalised flexitime, fixed (non-standard) working hours, working from home and job-sharing.

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.

When assessing applications, we make decisions based on the quality and relevance of the examples and evidence you provide for how you meet the person specification. You can read more guidance on how to complete our application form [here](#). You may wish to use the S.T.A.R. method when outlining how you meet our requirements:

- **Specific** – give a specific example
- **Task** – briefly describe the task/objective/problem
- **Action** – tell us what you did
- **Results** – describe what results were achieved



## Role profile

<b>Band</b>	Officer - Mid	
<b>Reporting to</b>	Senior Policy Researcher	
<b>Employment status</b>	Full Time (36.25 hours per week)	
<b>Location</b>	Flexible (London, Cardiff, Leeds, Birmingham)	
<b>Team overview</b>	<p>The Energy policy team is the statutory consumer body for energy consumers in England and Wales. We represent energy consumers by promoting and protecting the interests of domestic and small non-domestic consumers across Great Britain.</p> <p>As the statutory consumer body for Energy consumers in Great Britain, we commission research, build evidence-based policy positions to embed the needs of energy consumers into decision making, with specific regard for the needs of consumers in vulnerable circumstances.</p>	
<b>Role purpose</b>	<p>Support our Energy policy team - and other policy teams where appropriate - to create visually engaging outputs (reports, infographics, data visualisation and content for social media).</p> <p>Provide design support on Energy policy outputs and create templates and other assets where relevant.</p>	
<b>Key responsibilities</b>	<b>Key tasks/ elements</b>	<b>% of time</b>

<p><b>Support our Energy policy teams to create high quality, engaging and effective outputs</b></p>	<ul style="list-style-type: none"> <li>● Create visually engaging reports and other outputs including infographics, data visualisation as well as assets for social media, according to brand guidelines</li> <li>● Review reports and other outputs against brand guidelines</li> <li>● Respond to urgent requests for design support</li> </ul>	<p>60%</p>
<p><b>Support our policy and advocacy teams across Citizens Advice to create high quality, engaging and effective outputs</b></p>	<ul style="list-style-type: none"> <li>● Create visually engaging templates for reports and other outputs including infographics, data visualisation as well as assets for social media which can be used by policy teams across Citizens Advice</li> <li>● Create guidance and provide training on how to use these and other templates effectively</li> </ul>	<p>30%</p>
<p><b>Other</b></p>	<ul style="list-style-type: none"> <li>● Respond to design-related questions and requests via various internal channels</li> <li>● Undertaking any other duties as may be reasonably required within the scope of the role</li> <li>● Ensure that work undertaken reflects and supports the service's Equality and Diversity strategy</li> </ul>	<p>10%</p>



# Person specification

## Essential Criteria

1. Proficiency in Adobe InDesign and Illustrator
2. Experience of using Google Suite - Google Slides and Docs to create engaging outputs
3. Design and layout skills, attention to detail.
4. Ability to communicate policy and research in a visually engaging manner to a range of audiences
5. Ability to work effectively in a team

## Desirable Criteria

1. Experience in using PageEngine
2. Data visualisation experience - using software such as Tableau or Flourish to create clear and engaging interactive and static charts



# 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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