



# Expert Advice: Senior Discrimination Expert

## 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 discuss this role?**

If you want to discuss the role further, you can contact the recruiting manager, Jenny Moran, on [jenny.moran@citizensadvice.org.uk](mailto:jenny.moran@citizensadvice.org.uk).

## 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 over 290 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
- 3,000 Witness Service volunteers

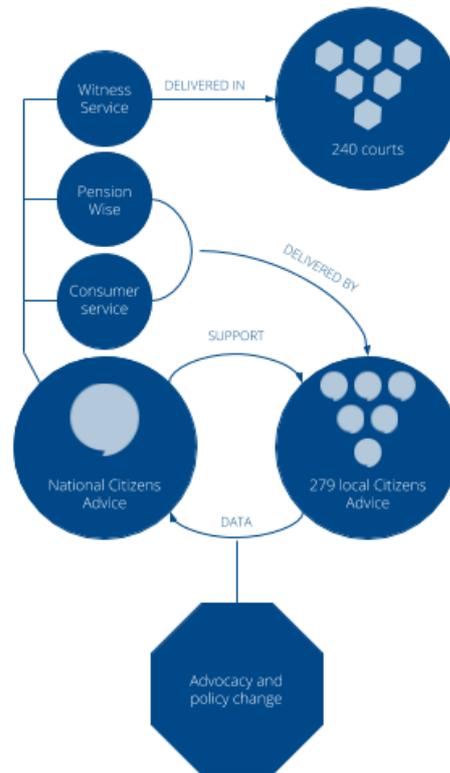
Our network members are all independent charities, delivering services from:

- 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 are applying for is in **Expert Advice**. We are part of the **Customer Journey** team in the **Design, Data and Technology** directorate. The team is at the heart of the organisation's ambition to deliver [our vision for 2022](#).

The Expert Advice team at Citizens Advice provides subject matter expertise, combined with strategic and operational context to enable us to have confidence in the advice we give to people.

We support the local network of Citizens Advice services and our national teams in major advice areas such as benefits, consumer, debt, employment and housing. We do this through the following services:

- **Public advice** - provide subject matter expertise to create, maintain and improve our public advice content offer
- **Adviser resources (incl learning)** - provide expert materials and content that improve the knowledge and understanding of advisers e.g. advisernet
- **Consultancy** - provide support to local offices on complex client cases
- **General support** - provide legal expertise and knowledge of the advice landscape to the wider organisation in support of strategic priorities and (re)commissioning bids

The work we do in support of funded programmes (Consumer Service, MAT, Scams) is covered within these services.

We provide these services across a number of advice areas. Our core advice areas are:

- Benefits
- Consumer
- Debt
- Employment
- Housing

We also currently provide expertise in immigration and family law on a short term basis subject to funding.

You can find out more about the work the Customer Journey team do, and how we work, on [our blog](https://wearecitizensadvice.org.uk/) (https://wearecitizensadvice.org.uk/). Here are some highlights:

1. [Running a responsible customer journey team](https://wearecitizensadvice.org.uk/running-a-responsible-customer-journey-team-9ee3b3ce442f) by Rebecca Kemp, Director of Customer Journey (https://wearecitizensadvice.org.uk/running-a-responsible-customer-journey-team-9ee3b3ce442f)
2. [How working in multidisciplinary teams helps us give our advisers the detail they need](https://wearecitizensadvice.org.uk/how-working-in-multi-disciplinary-teams-helps-us-give-our-advisers-the-detail-they-need-3990eb2d362) by Jo Chimes, Legal Lead (https://wearecitizensadvice.org.uk/how-working-in-multi-disciplinary-teams-helps-us-give-our-advisers-the-detail-they-need-3990eb2d362)

Expert Advice also produce [Adviser Online](https://medium.com/adviser) (https://medium.com/adviser) providing expert resources for advice professionals.



## The role

A Senior Expert will lead on delivering subject matter expertise for a specific advice area, working with colleagues across the organisation to plan and deliver work required to meet our service objectives.

In addition to this, the role will act as the senior expert, and escalation point for complex issues, in that advice area.

You will also support the Strategy Leads in developing advice/service strategy and resourcing projects that impact on your advice area.

These roles are based in a team of high-performing subject matter experts and qualified lawyers and are ideally suited to candidates with professional experience in a legal or advice setting.

The location is flexible with travel to our offices in London, Leeds or Birmingham likely. We are happy to discuss part-time and flexible working arrangements with prospective applicants.

The salary is £47,625 (pro rata if part time) + £3,520 London weighting if London based.



# Role Profile

## Senior Discrimination Expert

<b>Band</b>	Manager, Lower	
<b>Reporting to</b>	Expert Advice Strategy Lead	
<b>Proficient salary</b>	As advertised	
<b>Office locations</b>	Flexible with medium travel to our offices in London, Leeds and Birmingham (please note all travel is currently paused due to Covid-19 and all staff are temporarily working from home)	
<b>Role purpose</b>	<p>Lead on the delivery of subject matter expertise across all expert advice services in a specific advice area</p> <p>Working with colleagues across the organisation to plan and deliver work required to meet our service objectives</p> <p>Acting as the senior expert in your particular advice area.</p>	
<b>Main responsibilities</b>	<b>Key elements/tasks</b>	<b>% of time</b>
<b>1. Lead service delivery</b>	<p>Lead the delivery of subject matter expertise across all expert advice services in your advice area. These may include:</p> <ul style="list-style-type: none"> <li>● <b>Public advice</b> - provide subject matter expertise to create, maintain and improve our public advice content offer</li> <li>● <b>Adviser resources (incl learning)</b> - provide expert materials and content that improve the knowledge and understanding of advisers e.g. advisernet</li> <li>● <b>Consultancy</b> - provide support to local offices on complex client cases (for benefits, employment and housing advice areas only)</li> <li>● <b>General support</b> - provide legal expertise</li> </ul>	<b>40%</b>

	<p>and knowledge of the advice landscape to the wider organisation in support of strategic priorities and (re)commissioning bids</p> <p>Act as a senior expert and escalation point for complex issues in your advice area</p> <p>Work with colleagues across the organisation, e.g. content design, to build a pipeline of work within your advice area</p> <p>Plan and adapt the work of your team, taking into account user needs, policy changes, legal developments and organisational resources</p> <p>Support matrix working across the Expert Advice team and other teams, prioritising and allocating resources as appropriate.</p> <p>Provide performance data marked against key indicators to generate actionable improvements to the quality of services offered by the team</p> <p>Manage resources within the constraints of a budget</p>	
<p><b>2. Ensure service quality</b></p>	<p>Lead horizon scanning of the legal and policy landscape, developing plans to prioritise and manage changes in collaboration with content design and learning</p> <p>Work with the learning, quality and customer journey teams to proactively identify opportunities to improve the knowledge, understanding and confidence of Citizens Advice local office staff and volunteers in your advice area</p> <p>Ensure that advice in your subject area is accurate and consistent by managing regular monitoring and audits</p> <p>Provide subject matter expertise and</p>	<p><b>30%</b></p>

	understanding of the external context to support the development of individual expert advice service strategies	
<b>3. Lead and develop team</b>	<p>Line-manage and support staff to develop their skills</p> <p>Cultivate a purpose driven, people focussed, collaborative and transparent working environment where Expert Advice team members work closely with other Citizens Advice teams</p> <p>Support cross functional ways of working and matrix management, to empower staff to take action and make decisions</p> <p>Contribute to a knowledge-sharing environment, identifying gaps in skills and knowledge, and taking steps to address these</p> <p>Support the development of a skills framework to enable team development and career progression</p>	<b>20%</b>
<b>4. Other</b>	<p>Advocate for user-centred services, celebrating the team's progress and advocating for the approach</p> <p>Ensure that the work of the Expert Advice team reflects and supports the service's Equality and Diversity Strategy</p> <p>Support the aims and principles of the Citizens Advice Service</p> <p>Undertake such other duties and tasks as may be reasonably required within the scope of the role</p>	<b>10%</b>



## **PERSON SPECIFICATION Essential (assessed at application or interview stage)**

1. Professional experience in a legal or advice setting, preferably with a related degree or relevant professional qualification and exceptional legal and policy expertise (*interview stage*)
2. Experience interpreting legislation and giving legal guidance and advice to the highest standard in at least 1 area of application of the Equality Act 2010, applying law and theory to solve real life problems, particularly in matters other than employment (*application stage*)
3. A good understanding of the full extent of the Equality Act 2010 and ability to develop knowledge to deliver relevant and practical advice on discrimination issues across all legal areas (*application stage*)
4. A high degree of awareness of the subject's external context and crossover with other legal areas (*application stage*)
5. Ability to be highly articulate and credible, consistently delivering advice of the highest quality to a range of audiences, explaining complex legal and advice concepts to technical and non-technical audiences alike (*application stage*)
6. Ability to recruit and line manage staff and external partners or consultants, managing performance and development while building a strong culture of continuous learning and knowledge sharing (*interview stage*)
7. Experience working with multidisciplinary, cross functional teams to achieve shared outcomes or objectives (*interview stage*)

### **Desirable**

1. Experience of working with diverse, marginalised people and communities
2. Experience of advising on the Human Rights Act 1998
3. Experience of advice giving in the voluntary sector

4. Experience of advising on matters relating to devolved Welsh Law
5. Experience of working in an agile project management environment

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**Requirements for role** (*candidates will confirm at application stage and at interview*)

- A track record of commitment to equality and the positive value of diversity and a good, up to date understanding of equality and diversity and its application to the work of the team
- Understanding of, and commitment to, the aims and principles of the Citizens Advice service
- Awareness that Citizens Advice service users are at the heart of everything we do
- Ability to contribute to a culture of continuous learning and knowledge sharing

**Applying for this role:**

Please complete the application form **demonstrating how you meet the essential criteria listed in the person specification**. Please outline any relevant experience or examples in no more than 200 words per criteria.

Interviews are currently taking place **online**.

**How to complete the application**

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.

We've written a blog with some helpful tips on what we're looking for in a good application, and how we score them here - [5 tips to make your job application](#)

[stand out.](https://wearecitizensadvice.org.uk/want-to-write-an-amazing-job-application-for-citizens-advice-c4dbf6ae3b36) <https://wearecitizensadvice.org.uk/want-to-write-an-amazing-job-application-for-citizens-advice-c4dbf6ae3b36>

Please also see our [guidance notes for applicants](#).

<https://www.citizensadvice.org.uk/about-us/job-and-voluntary-opportunities/citizens-advice-job-opportunities/citizens-advice-guidance-notes-for-applicants/>

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

If you have any questions about this role please contact the recruiting manager, Jenny Moran on [jenny.moran@citizensadvice.org.uk](mailto:jenny.moran@citizensadvice.org.uk).



# 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 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 our 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](#) to find out more:

<https://www.citizensadvice.org.uk/about-us/about-us1/future-of-advice-our-strategic-framework-2019-22/>