

JOB TITLE:	Employment Adviser
SALARY:	£29,290 - £33,000 p.a. pro rata, dependent on experience + 8.5% pension contribution (after satisfactory completion of your probation period)
HOURS:	Full time hours are 35 hours per week. Normal working hours 09.30 – 17.30 excluding lunch break. Open to job share/ part time applicants.
CONTRACT TYPE:	Fixed-term 6 months
RESPONSIBLE TO:	TBC
RESPONSIBLE FOR:	Volunteers
LOCATION:	Based at our office in Battersea Library or Roehampton, with flexible home-working options. The post-holder may be required to work anywhere in Wandsworth.

BACKGROUND

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

Citizens Advice Wandsworth, one of the local Citizens Advice members, is a thriving advice organisation that provides information, advice and casework support to local residents. In addition to our core advice service, funded by Wandsworth Council, we have a growing range of projects, funded from sources including trusts and foundations, central government and the local Clinical Commissioning Group.

Before Covid-19 we had Advice centres in Battersea and Roehampton, with both offering a drop-in service and generalist volunteer appointments, as well as hosting appointments delivered by our project workers and partners. We also ran a shared telephone service, Adviceline, from our office in Battersea. When the lockdown started we transitioned most of our volunteers to home working and now offer advice and assistance by phone and email. We were able to retain the majority of our volunteer advisers and assessors and have managed to deliver an effective service despite the loss of face-to-face access.

PURPOSE OF POST

As the UK enters a recession we expect to see the need for employment advice to rise. We have therefore secured short-term funding for an employment adviser to work as part of our response to the crisis. This adviser will work with our existing projects and services, as well as our partners in the West and South West London Adviceline group, to advise clients about issues such as redundancy, unfair dismissal, changes to contract terms, discrimination at work and adjustments to protect staff from Covid-19. The focus of this work will be on people

who may experience discrimination and unfair treatment as employers respond to changes in the economy and the fallout of Covid-19.

The purpose of this post is to:

- Support the mobilisation of this funding by engaging with our team and our Adviceline partners to raise awareness of employment and discrimination issues in order to generate appropriate and timely referrals.
- Take referrals and provide clients with high quality employment advice and casework support.
- Identify related advice issues and (dependent on capacity) either provide generalist advice as needed, or refer onto other advisers within the team.
- Identify where a client needs specialist legal advice or support, for instance representation at an Employment Tribunal, and make appropriate referrals.
- Develop a collaborative relationship with key local partners e.g. the employment specialist at South West London Law Centre.
- Provide training about employment issues to volunteers and staff across our partnership, with a particular focus on identifying and addressing discrimination at work.
- Provide mentoring and support to CAW colleagues keen to develop their employment specialist knowledge.
- Monitor progress and contribute to reports to the funder.
- Identify policy, research and campaign issues.

We have a similar role available in our Foodbank Advice Project. If you're interested in both roles, you only need to apply for one, but please mention this in your application.

PRINCIPAL TASKS AND RESPONSIBILITIES

Advice and casework

- Ensure that all casework conforms to the Citizens Advice quality standards.
- Maintain case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.
- Ensure that all work conforms to our systems and procedures.

Project Management

- Develop, manage, monitor and implement the funding in consultation with the funder, colleagues and project partners.
- Gather statistics and feedback in order to monitor and evaluate the service, ensuring that appropriate monitoring and data collection mechanisms are in place to

demonstrate impact, outputs and outcomes and providing reports as required to the steering group, funders, and partners.

- Contribute to reports and monitoring information about the service for the funder/commissioner and management.

Research & Campaigns

- Have responsibility for tracking and reporting on research and campaign issues. Assist with policy work by providing information about clients' circumstances.
- Gather and provide as necessary information about clients circumstances, case studies and statistical information on the number of clients and nature of cases where is an issue.
- Monitor service provision to ensure that it reaches the widest possible client group.

Professional development

Keep up to date with legislation, case law, policies and procedures and undertake appropriate training.

Other duties and responsibilities

- Delivering a program of training about employment issues.
- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.
- Be alert to funding opportunities and contribute to funding bids and proposals.
- Demonstrate commitment to the aims and policies of the Citizens Advice service.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

PERSON SPECIFICATION

Essential

1. Ability to commit to and work within, [the aims, principles and policies of the Citizens Advice service](#) and [the vision of Citizens Advice Wandsworth](#).
2. Understanding of what a high quality advice service which makes a difference to outcomes for clients looks and feels like.
3. Experience of providing a generalist advice service.
4. Knowledge, experience of, and demonstrable ability to provide good quality advice and casework.
5. Understanding of the complex needs of our clients and ability to empathise.
6. Ability to prioritise own work, meet deadlines and manage caseload.

7. Ability to use and learn IT systems with a high degree of fluency. Relevant systems include telephony platforms, database software and online information resources.
8. Ability and willingness to work as part of a team.
9. Good interpersonal and communication skills, verbally and in writing. Proven ability to build relationships with clients, volunteers, staff and partners.
10. Commitment to reflective performance and continuing professional development.
11. Understanding of the need to monitor the experience of clients, and the difference our services make, in order to secure funding and deliver effective policy, research and campaign activities.

Desirable

12. Experience of providing specialist employment advice.
13. Understanding of how discrimination and unfair treatment affect disadvantaged and marginalised communities, experience of working to address these issues.
14. Experience of designing and delivering training.

We want to build a collaborative 'one-team' culture where staff and volunteers, as far as possible, contribute their skills, experience and time flexibly across our services - depending on the needs of clients and colleagues. We are therefore keen to recruit people with a flexible approach and are interested in additional skills/experience that candidates may bring. Please let us know if you have experience of the following:

- advice casework
- quality assurance
- project management
- training
- fundraising.