

Recruitment Pack

Administration Assistant

INTERNAL

30 hours taken Monday-Friday

Salary: up to £22,322 FTE depending on experience

Reporting to: Chief Officer in the first instance, but working to the Core Services Manager and Telephony Manager on site for day to day instructions.

Closing Date: Friday 31st January 2025

Introduction from Julie Robinson, Chief Executive

Thank you for taking the time to consider applying for a job at Citizens Advice South Warwickshire. As part of a national network of Citizens Advice offices, we work to make society fairer by helping our clients find a way forward whatever individual problems they may be facing. We do this through our core advice services available by telephone and email, and through all of our projects which are funded by a range of local funders. We also help to champion change at a local and national government level through our research and campaigning work.

The last few years have seen a massive change in how we deliver our vital services to the people in South Warwickshire. We have invested in our telephone Adviceline with our partners in BRANCAB and North Warwickshire, thanks to funding from Warwickshire County Council, and now take many calls directly from the public - over 1000 a month! This means we can often meet advice needs over the 'phone, freeing up vital face-to-face services at our drop-in services in Leamington Spa, Stratford District Council offices, and through our outreach locations. We have recruited more volunteers, and can train and support them efficiently to deliver on the telephone and then face-to-face, which is a cornerstone of the Citizens Advice model. We are committed to ensuring our services are accessible and open to everyone who needs us. More and more people are facing hardship, whether that be through the current unprecedented cost of living crisis, unemployment issues, debt and benefit challenges, housing and food and fuel poverty.

Our services are now in more demand than ever. Consequently, we are looking for people who are committed to thinking creatively about how we deliver our services now, and ways in which we can do things differently. We keep our clients at the centre of our work, and you would be joining a team of highly motivated and professional advice workers dedicated to making a tangible difference to the people in South Warwickshire.

About Citizens Advice South Warwickshire

We are an innovative community-based organization, focused on meeting the needs of the people we serve across the south Warwickshire area. This includes the larger towns of Warwick, Kenilworth, Leamington Spa, and Stratford Upon Avon, as well as the villages surrounding these towns. We have been able to demonstrate our excellence across our advice channels through the yearly inspection process from National Citizens Advice and our Advice Quality

Standards across all advice areas (AQS).

Our People

Citizens Advice South Warwickshire has a Trustee Board of people who are all volunteers. Our Trustees bring a wide range of professional skills and knowledge and insight into the district to the planning of the service. The Trustees, in conjunction with the CEO, are ultimately responsible for setting the strategy and budget for the service. Day-to-day running and further development of the organisation is the responsibility of the CEO who, alongside the Operations Manager, Targeted Services Manager, Telephony Manager, and our Quality Compliance and Service Delivery Manager, oversee the delivery of our services.

CASW has 28 FTE paid staff members and is proud to have over 58 volunteers working in various roles, with more joining our training programs all the time. These roles include reception and administration, generalist advice, supervisors, money advice, research and campaigns work, financial capability, money mentors, IT support, and more. These volunteer roles have expanded in recent years and the service is actively developing volunteers to support its offer.

CASW operates from two main locations; Hamilton Terrace, Leamington Spa, and Stratford District Council offices (Elizabeth House), in Stratford-upon-Avon. The office in Leamington is used as our Advice Line Telephony Hub, and an admin, meeting, and training base currently and we are actively seeking community venues to deliver advice face-to-face to vulnerable clients. We also offer a unique home visiting service for those who would otherwise find access difficult. Anyone joining us can expect a flexible working base, with a degree of home working based on the needs of the business.

Our Clients

On many indices of deprivation, South Warwickshire can be defined as a low-need / high-income area. This masks significant pockets of deprivation, rural challenges of isolation, access to services and work, significant fuel poverty, and affordability, especially in relation to housing.

The difference we make

We make an amazing difference in the lives of the people of South Warwickshire. What we do is often life-changing and sometimes life-saving. In 2023-24 we delivered our advice and advocacy to over 8,500 clients and advised on over 39,000 issues.

Our funding and projects

We have a wide range of funding sources. This includes income from Warwickshire County Council, Warwick and Stratford District Councils, and a number of town and parish councils. This income is awarded via direct grants and through commissioned contracts. We have also been very successful at drawing down further income from grant and project funding bodies including the Big Lottery Fund, Henry Smith Trust, Oken Trust, Orbit Housing, Money Advice Service, and many more.

Our local Research and Campaigns (R&C)

The stories our clients tell us provide us with a unique insight into the problems faced by people living in South Warwickshire. We are able to spot developing trends and this helps us to create campaigns and speak up for our clients to those in decision-making roles. By raising issues nationally we can create a public debate, change things for the better, and help many more people than those that contact us.

More on our projects and areas of work can be found on our website:
<https://www.casouthwarwickshire.org.uk>

The very best of luck with your application

Our Values:

Our Values are integral to how we work here in South Warwickshire, both in terms of our interactions with one another, and the work we do for clients. Launched in 2024, these Values were designed in collaboration with staff and volunteers, and are regularly kept under review. Adherence to, and demonstration of, our Values will form part of your ongoing employment with Citizens Advice South Warwickshire.

citizens advice **South Warwickshire**

HOW WE WORK TOGETHER

C COMPASSIONATE COMMUNITY
We are a COMPASSIONATE COMMUNITY.
We put our clients at the heart of our work every day.
We act with openness, integrity, honesty and trust.
We collaborate effectively with our colleagues.

A ACCOUNTABLE
We are ACCOUNTABLE to our clients, to one another, and to our funders.
We take ownership of problems and queries.
We share ideas and we welcome challenge and alternative opinions.

S SERVICE
We EXIST to provide a SERVICE.
We strive for increased performance which benefits our clients and the organisation.
We are solution focused and work towards common goals with enthusiasm and tenacity.
We provide high quality data to ensure funding success and sustainability.

W ONE TEAM
We are ONE TEAM.
Supportive, Empowering, Approachable & Effective.

OUR VALUES

General Terms & Conditions:

- 28 days annual leave. We close for the three days between Christmas and New Year Annual leave allowance includes this.
- Statutory Sick Pay
- 3% Employer pension contributions
- Travel expenses are paid for staff delivering their roles at 45p per mile currently.

Additional Benefits

We also offer a range of additional benefits:

- Flexible working arrangements
- Life Insurance for all staff up to age 70
- Wellbeing services such as Employee Assistance, Medical and Legal Helpline for all staff
- Fees paid for membership in relevant professional bodies
- Regular professional development
- Occupational Health provision for all staff
- Free eye tests and a paid contribution towards lenses/spectacles for Computer users

Conditions regarding offers of employment

If you are successful in this process, you should be aware that we would offer the post **conditionally** in the first instance, whilst we follow up on your references, DBS (Disclosure and Barring Service) check (if appropriate), health clearance, and your right to work in the UK as detailed below:

Security Clearance

Any offer of employment will be subject to satisfactory completion of a security and pre-employment checks which for this role include DBS checks with Disclosure and Barring Service. The level of DBS check required for this post is: Basic Further information about the security checking procedure is available on request.

Health Clearance

Any offer of employment will be subject to satisfactory completion of a Health Questionnaire, and should you disclose any health issues, then any offer of employment will be subject to a satisfactory assessment by Occupational Health.

Occupational Health will identify whether any reasonable adjustments can be made to support you at work.

Right to work in the UK

Under United Kingdom immigration rules, it is a criminal offence to employ a person who is subject to immigration control and who has not been granted leave to enter or remain in the UK or does not have permission to remain in the UK.

Citizens Advice South Warwickshire therefore has a legal obligation to carry out document checks to ensure that you have a legal right to work in the UK. It is also a requirement that we retain copies of the relevant documents.

To avoid potential unlawful discrimination claims we will carry out appropriate checks on all candidates. For this role that will mean a Basic DBS Check.


How to Apply

Please complete the Application Form. We do not accept CVs.

Please complete the *internal/external* application form:

 3. Short application form - Internal staff 2024

[insert long application form link](#)

Please refer to  Copy of Guidance notes for applicants.doc before completing the form.

If you are unable to make an electronic application, you may submit your application on paper and post to:

Recruitment

Citizens Advice South Warwickshire
10 Hamilton Terrace
Holly Walk
Leamington Spa CV32 4LY

If you have any difficulties please contact us:
recruitment@casouthwarwickshire.org.uk.

Please ensure your application arrives before the deadline of 9am XXXX.

Interviews: to be held the week commencing 10th February 2025 (If you are shortlisted, you will need to be available this week)

South Warwickshire Citizens Advice interviews will draw out the skills and competencies required for each role. As part of our recruitment process for this role, we may ask you to prepare a short presentation answering a specific question, which you will receive ahead of the interview date. We will use the presentation as part of the overall scoring for the recruitment process and consider the score an integral part of our decision-making.

Please note that when shortlisting we base our scoring and decision-making on the answers you provide in the personal statement section on the form. This section allows you to provide evidence of your experience, knowledge, skills, and abilities that are relevant to the role as described in the role profile. Selection is based on an assessment of the evidence you provide against the requirements of the role as set out in the person specification. It is important that you tailor your response to clearly demonstrate how you meet each requirement. No

assumptions will be made about your achievements and abilities. You should choose examples of past experience that clearly demonstrate what we are looking for, and be precise about what you did, how you did it, and the outcome or result of your actions.

A useful guide is the S.T.A.R. method:

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

Please provide recent work examples wherever possible. However, do remember that relevant examples from other aspects of your life, for example: voluntary or unpaid work, school or college work, family or home responsibilities, can also be given.

Selection Process

After the closing date, we will consider all applications carefully and invite those candidates who appear, from the information available, to be the best-suited for the post to interview.

It's important therefore that your application gives a full but concise description of the nature, extent, and level of the responsibilities you have held. If selected, details of the interview process will be sent to you by email or letter.

Data Protection

We will use your application only to inform the selection process. Your application will be kept on record for 12 months after which we will destroy it. If you are successful, it will form the basis of your personnel record with us and we will store it in a manual file. We will hold any data about you in completely secure conditions with restricted access.

We will include data that you provide on the diversity monitoring form in a general database for statistical monitoring purposes only enabling us to monitor the effectiveness of our policy on Equal Opportunities and Employment. Individuals will not be identified by name.

We shall consider that by submitting the enclosed forms you are giving your

consent to the processing of your data in the ways described above.

Religious Divergence

We respect the diversity of our employees and that they come from a variety of religious backgrounds. Our policy is to respect all religious faiths and we will, where reasonably practical, be supportive when staff want to follow their regular practices connected with their religion.

Equality and Diversity

We recognise the benefits of having a diverse workforce and will take steps to ensure this. If you would like to see our Equality and Diversity policy, please let us know and we will provide you with a copy.

Job Description & Person Specification

Administration Assistant

Salary: £22,232 FTE

Hours: full time 30 hours per week at the Leamington office (Monday - Friday).

Type of contract: Permanent

Responsible to: Chief Officer and senior managers on site

Employed by: Citizens Advice South Warwickshire

Main Office: 10 Hamilton Terrace, Leamington Spa, CV32 4LY

Context and Overall Purpose of the role

The postholder will provide day to day administration support across a range of functions, including opening and closing Hamilton Terrace and ensuring the building is well maintained, clean, tidy, and functioning effectively for our staff and volunteers. This will include offering basic IT support to staff and volunteers via PS4B (our IT support partner), and support with reception duties as and when required to ensure a smooth, effective and caring environment for clients to receive advice.

Job Description

Health & Safety & Premises

- Open Hamilton Terrace every morning and ensure it is ready for the day, with sign in sheets maintained and a welcoming environment for our clients across the building, including meeting rooms
- Liaise with volunteer receptionists to ensure a warm welcome to clients and effective management of drop in and appointments across the week.
- Working with ASM Core, Telephony and Targeted Services Manager, maintain H&S oversight, including at outreach locations, ensuring that policies are followed and locations are safe for staff. Professional training will be provided.
- Ensuring First aid, Fire Safety precautions and building maintenance checks are carried out in a timely manner, escalating concerns as necessary.

- Maintaining a coherent filing system online so that all relevant processes and policies can be found easily on our systems, and kept up to date.
- Oversee office equipment, premises faults, repairs and ensuring general maintenance of the buildings is maintained and issues escalated as appropriate.
- Liaising and organising repairs as required and in discussion with managers.
- Liaising with our cleaning company to ensure the building is kept clean and safe for all staff and volunteers.

Administration Duties

- Lead external and internal event planning and administration for CASW including arrangements for our Annual General Meeting and social events.
- Maintaining processes in relation to the management of records filing, archives, offsite storage and disposal.
- Ensuring adequate stocks of updated necessary publications, forms and leaflets are available in offices.
- Maintaining adequate stocks of stationery and cleaning products.
- Management and control of the stock of mobile phones and their replacement.
- Working with our IT solutions company and Compliance officer, ensure compliance with GDPR for physical security and digital assurance, and assist in supporting the IT systems where appropriate.
- Working with the Finance Team, to undertake liaison with suppliers, evaluating purchasing opportunities, ensuring value for money upon contract renewals.

Human Resources Administration

Supporting the CEO and Managers with a full range of administrative HR admin to include:

- the advertisement of job roles and subsequent recruitment process including setting up interviews, preparing offer letters with managers and coordinating pre employment checks and references.
- Ensure HR procedures are followed and function well, including inductions, returns to work, exit interviews, lone working safety processes and general terms and conditions.
- Maintaining an updated and secure database of staff and volunteer details, obtaining references, DBS checks and maintaining First aider and fire safety registers, holiday, sickness and general HR records.
- Maintaining the Retention Policy in connection with applications for roles and the paper filing system.

Operations management support functions

Attend senior management team meetings and maintain the actions reporting

Taking Minutes and notes for key meetings as directed

Any other appropriate duties within the scope of the role

PERSON SPECIFICATION

Candidates will be shortlisted for interview against the following criteria:

Application (A) Interview (I)

1	Recent demonstrable administrative experience, managing and leading internal processes and systems, including HR recruitment and Health & Safety checking, and maintenance systems.	A
2	Evidence of systematically managing a varied and busy workload, prioritising tasks; handling a variety of demands from managers, staff and volunteers and meeting deadlines when under pressure	A
3	Attention to detail and ability to maintain accurate, up to date records using a range of office systems	A
4	Ability to take a brief, ensure the task is understood, and then work independently or in a team with the minimum of supervision	A, I

	Desirable Criteria tested at Interview	
1	Understanding of and commitment to the aims and principles of the CASW service and equality of opportunity and diversity	A,I
2	Excellent IT skills including the use of Google Suite and databases (Training will be given)	A,I
3	Understanding and commitment to GDPR legislation and maintaining adherence across systems and teams	A
4	Experience of supporting and/or leading the project management and delivery of business events e.g. AGM, training, conferences	A,I

5	Excellent interpersonal skills with the ability to communicate clearly and effectively face to face; on the phone and in writing	A,I
6	Numeracy skills and the ability to work with established financial systems and spreadsheets	A,I
7	Some experience in a voluntary sector setting, or working with volunteers would be useful for this role	A/I
9	Own transport for which travel expenses are paid - some travel to outreach locations will be required for H&S checks for example	A