



Community Engagement Officer

Job Pack

Thank you for your interest in working at Citizens Advice Bury & Bolton. This job pack should give you everything you need to know to apply for this role and what it means to work for the Citizens Advice service.

In this pack you'll find:

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

As a member of the Citizens Advice service, Citizens Advice Bury & Bolton (CABB) provides free, confidential, independent and impartial advice and information to everyone on their rights and responsibilities. We value diversity, promote equality and challenge discrimination.

We are committed to putting equality and equity at the heart of everything that we do, with the overarching aim of being the go-to charity for anyone in our borough in need of help, to find a way forward. This means we look at improving access, treating people with empathy and promoting an inclusive working environment for all of our colleagues.

Our values

We're inventive - We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

We're generous - We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

We're responsible - We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.

3 things you should know about us

We're local

We have offices in Bury and Bolton, and deliver outreach sessions for clients across Bury, Bolton and other areas of Greater Manchester. Last year, we supported 18,000 clients with 47,000 issues, including Welfare Benefits, Money Advice, Housing and Immigration.

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.

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 the Citizens Advice network works

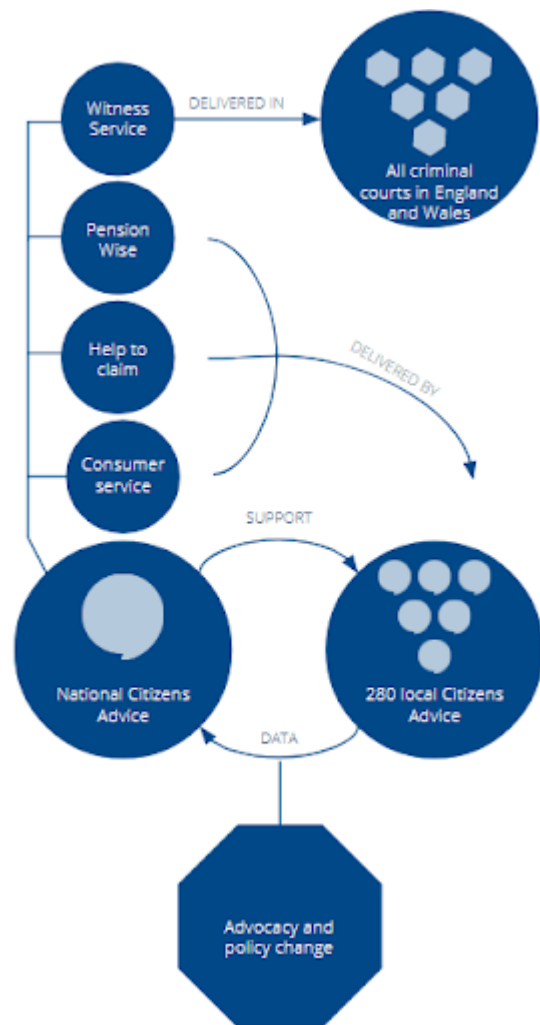
Citizens Advice Bury & Bolton is a member of the Citizens Advice service nationally with circa 265 local Citizens Advice members.

Citizens Advice nationally is a charity which includes 1000 national staff working in one of 4 offices, as homeworkers or as part of the Witness Service from over 240 courts across England and Wales 2500 Witness Service volunteers.

Local Citizens Advice are all independent charities, delivering services from over 600 local Citizens Advice outlets over 1,800 community centres, GPs' surgeries and prisons.

The network does this with 7,700 local staff and over 21,300 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.



Citizens Advice Bury & Bolton and our team

The role you're applying for is: **Community Engagement Officer**.

The role is managed by our Volunteer & Engagement Manager.

You can find out more about us via:

- Take a look at the [Citizens Advice Bury & Bolton](#) website
- Take a look at the [national Citizens Advice](#) website and the [Citizens Advice Campaigning site](#).

The application process

Stage 1

Please submit your CV **and** a cover letter; this will be screened against the role description and person specification.

Your CV & covering letter should be sent to jobs@cabb.org.uk.

Please ensure your CV includes the following information:

- Your contact details (address, telephone number and email address)
- Information about your education history
- Information about your career history
- Details of any professional qualifications including memberships

Please ensure your covering letter includes the following information:

- Your suitability for the role against the person specification outlined below. This is a key part of the process which allows you to provide evidence of your experience, knowledge, skills and abilities that are relevant to the role as described in the role profile.
- At least one example of your previous experience (paid work or volunteering) for each person specification.

Should this information not be included, your application for the role will not be taken forward.

Unfortunately, we are unable to provide feedback on applications which are unsuccessful at stage 1.

Stage 2

Pending meeting the required standard in responses at stage 1, you will be invited to a face-to-face panel interview. During the panel interview, you may be asked to deliver a presentation (your invite will state if your interview is in-person or held via zoom and details of any presentation required).

Closing date	29 th July 2024, 10am
Interview date	5 th August 2024

For an informal conversation about the role, please contact jobs@cabb.org.uk.

We wish you every success in your application.

Thank you for taking the time to consider joining us.

The Role

Role	Community Engagement Officer
Location	This is a community-based in person role working across Bury and Bolton.
Salary	£21,900 - £23,953 (pro-rata for part time)
Hours	24-35 hours per week The daily work schedule will vary, depending on the needs of the role. With advance notice, there may be evening and weekend work. The post-holder is expected to work flexibly.

Citizens Advice Bury & Bolton (CABB) is a leading provider of legal advice and information, supporting thousands of clients every year. We are a busy, client focused and dynamic service with a track record of delivering high quality advice.

This role is a great opportunity to help shape our community based services, promote CABB, engage with stakeholders and support residents with to find a way forward.

We are looking to appoint a dedicated, flexible and client focused individual who enjoys working with a wide range of people across a number of venues.

As a Community Engagement Officer, you will be passionate about supporting disadvantaged and vulnerable people, with the ability to work with culturally diverse communities and groups. You will work with minimal supervision and be a vital and visible community resource. You will be responsible for engaging and supporting clients, and for developing effective working relationships with community partners.

Broadly, your primary responsibilities will cover the following areas:

- Act as the 'face' of CABB locally & build trust,

- Support the development and delivery of our social media communications,
- Attend community & stakeholder engagement events,
- Assess urgent matters which need specialist input and arrange internal referrals to colleagues within CABB for further information/ specialist advice & casework in money advice, welfare benefits, immigration, housing and community care,
- Support clients to access a specialist adviser via video chat software.

Our vision is for the Community Engagement Officer to be based wholly within the community, with some office attendance to meet with colleagues. They will have no casework responsibilities.

Excellent communication and interpersonal skills. You will self-motivated, with strong research, telephone and IT skills and have the ability to contribute positively whilst having a flexible approach to service delivery.

This is an evolving role, we're seeking a highly motivated, outgoing and proactive individual to join our busy client, focused team.

At CABB, we value diversity, promote equality and challenge discrimination. We encourage and welcome applications from people of all backgrounds. We particularly welcome applications from disabled, Black, Asian and Minority Ethnic (BAME) as these communities are currently under-represented throughout Citizens Advice. We also welcome applications from, LGB and Trans and non-binary candidates.

Role Profile

Key accountabilities	Key elements & tasks
Community Engagement Activities	Deliver a professional, welcoming and approachable CABB service within the community, proactively engaging with stakeholders & managing service expectations
	Promote the use of self-help information and digital services (such as webchat, telephone, video platforms)
	Interview clients using sensitive listening and questioning skills to enable clients to explain their own problem(s)
	Provide relevant information/ signposting/ next steps on a 1:1/ group basis within the community
	Develop and maintain broad oversight and practical knowledge base of services provided by CABB, making appropriate referrals for specialist advice internally
	Proactively contribute to promotional campaigns
	Actively support the development of our key messages to different audiences, communicating both internally and externally

	Support the development and delivery of our social media channels
Administration	Accurately record all elements of community engagement on relevant case management systems/ agreed pro-forma in line with quality and organisational policies, procedures and practices
	Effectively use systems in place to manage emails, calendars, chat platforms and any other required systems and services
	Provide qualitative and quantitative reports as required, suitable for both internal and external audiences
	Maintain confidentiality at all times, in line with statutory requirements and CABB policies
Teamwork	Be an active member of the wider team, acting and support colleagues in a collaborative way, while working with minimal supervision
	Work flexibly, ensuring the evolving needs of the role and service are met
Service Development	To assist with the development of the service locally, regionally and nationally, publicising work as and when necessary
	Work with colleagues to maintain a positive working and learning environment, in which equality and diversity are well managed, dignity at work is upheld and volunteers achieve their full potential
	Carry out other tasks within the scope of the post to ensure the effective delivery and development of the role
Training	To ensure through reading, training and consultancy, that your own level of knowledge around money advice law is up-to-date and that this is disseminated as appropriate

	To identify your own training needs in conjunction with the designated line manager and be prepared to undertake appropriate training in line with a learning and development plan and the needs of CABB
Other duties and responsibilities	Liaise, as appropriate, with relevant outside agencies (voluntary and statutory), other Local Citizens Advice offices and other stakeholders
	Present a professional appearance and act at all times to uphold the good reputation of Citizens Advice
	To comply with all published organisational policies and procedures, including supervision, appraisal and reviews
	Work flexibly to undertake such other reasonable duties and responsibilities
<p>Please note that this job description does not constitute a 'term and condition of employment'. It is provided only as a guide to assist an individual in the performance of the job and is not included to be an inflexible list of tasks.</p> <p>The Citizens Advice Service is a fast-moving organisation and therefore an employee's duties may be varied from time to time. The post holder accepts that they may be required to work flexibly and undertake any other work or duties as may reasonably be required, within the scope of and commensurate to the nature of the post.</p>	

Person Specification

(all criteria are essential unless otherwise indicated)

Experience (through paid or voluntary work)
Understanding of the issues affecting society and their implications for clients and service provision
Experience of flexible working, across multiple locations (desirable)
Experience of working within an advice and information organisation within the third/ charity sector (desirable)

Proven experience of using Microsoft Office, and/ or web-based databases/ platforms
Experience of communicating effectively, both orally and in writing, with a wide range of people
Knowledge
A comprehensive understanding of office and administration procedures
A thorough understanding of professional boundaries and the issues surrounding confidentiality, data protection and information assurance
Qualifications and Training
Holder of full UK driving licence, with access to a car
GCSE (or equivalent) to an appropriate standard
Skills and Abilities
Self-motivated with solid organisational skills, including multitasking and time management
Strong attention to detail and a high level of accuracy
Ability to work on own initiative, proactively manage a varied workload, ensuring deadlines are met
Effective written and verbal communication skills, including the ability to deal appropriately with a range of people via face-to-face, telephone and digital communication methods
The ability and willingness to liaise with outside agencies, and build effective working relationships with local and regional partners
Excellent verbal, written & numerical skills
Additional Factors
Willingness and ability to work unsocial hours on occasion (including weekends), with travel across Bury & Bolton. There may also be occasional travel across the Greater Manchester area.
Ability and willingness to work as part of a team and a commitment to collective team responsibility
Understanding of, and commitment to, the aims and principles of the Citizens Service in which equality and diversity is embedded throughout
Ability to use cloud based systems and IT packages, including, word processing, spreadsheets and email (maintain one or more electronic

diary/diaries), and the ability to use or learn to use other packages as necessary
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Awareness that Citizens Advice clients are at the heart of everything we do

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.

- [Citizens Advice Bury & Bolton employee benefits package](#)

Equality and diversity at Citizens Advice

We are 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 selection panel won't see your personal details. This makes sure each person's response is judged on its merits and not on their background.

Our commitment to equality runs through everything we do - read the [Citizens Advice Stand up for Equality Strategy](#) to find out more.

Additional information

Please see the [CABB website](#) for information on the following:

- Disability
- Entitlement to work in the UK

- Diversity monitoring
- GDPR: How we will use your information
- References
- Criminal Convictions/DBS

We wish you every success in your application, and thank you for taking the time to consider joining us.