**Recruitment Pack**

**General Adviser**

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**Covering Letter**



May 2025

Dear Applicant

**Post of General Adviser**

Thank you for your enquiry for the post of General Adviser with the Western Isles Citizens Advice Service (WICAS).

You will find enclosed an application form and job description. There is also some background information about the service.

In determining which applicants will be interviewed the Interview Panel will have regard to applicants who best fit the job description and person specification, so it is important that you use this as a guide when completing the application form.

We look forward to receiving your application by the closing date of 6th June 2025 at 5pm and we would ask that you provide an email address and telephone number where we can contact you day and/or evening.

Yours faithfully,



**Lynda MacLean**

**CEO**

**Organisational Profile**



Western Isles Citizens Advice Service is the major provider of information, advice and assistance in the Western Isles.

We are staffed by trained volunteers and project advisers under the supervision of the management team and provide responses to clients’ enquiries covering the whole range of social issues. Despite being a generalist service, most enquiries are concerned with matters related to problems of poverty and deprivation.

We cover the whole of the Western Isles with offices in Stornoway, Tarbert, Liniclate and Castlebay, core funding is received from Comhairle nan Eilean Siar. We are an autonomous body under the control of a local Board of Directors.

We are members of Citizens Advice Scotland (the Scottish Association of Citizens Advice Bureaux) and, as such, must meet specific conditions of membership related to standards of service and other matters.

Enquiries are across a wide range of fields, and clients expect high quality advice and assistance on what are, at times, highly complex matters. The main enquiries at the present time relate to problems with benefits and money; debt; energy; housing; and family and personal situations.

*Charity Name: Western Isles Citizens Advice Service*

*Charity Number: SC015018*

**Job Description**



**Job Title:** General Adviser

**Responsible to:**  Service Coordinator

**Location:** Lewis Citizens Advice Bureau, Stornoway, Isle of Lewis

**Type of contract:**  Fixed term for two years

**Hours:** 35 hours per week

**Salary:** £26,914 per annum plus £2,859 Island Allowance + 6% pension contribution

**Summary of main responsibilities:**

General advisers are the first point of contact for clients seeking help for their varied problems, they provide a quality advice and information service on a wide range of issues by way of holistic diagnosis of the client’s problems and help to support the client in the most suitable way. As well as write effective case records of the interview on the electronic case recording system.

**General Responsibilities**

* To conduct in person, telephone and video call interviews, using sensitive listening and questioning skills to allow clients to explain their issue(s) and empower them to set their own priorities
* To explore clients’ circumstances, support needs and access channel preferences considering language barriers, accessibility needs, and issues around digital access and ability
* Research and explore options and implications so that clients can make informed decisions
* Maintain detailed case records in a timely manner for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.
* Refer clients to specialists in the bureau for support with more complex enquiries
* If applicable, refer clients to external organisations who are best suited to assist the client

**Developing public awareness of the service and undertake preventative work**

* Give talks to community groups and attend relevant events
* Build and positive relationships with a variety of stakeholders
* Develop formal links with other support agencies that could provide supplementary support for clients to further improve their circumstances
* Carry out other duties as specified by the service coordinator and required by the exigencies of the post

**Professional development**

* Keep up to date with legislation, policies and procedures and undertake appropriate training
* Read relevant publications
* Attend relevant internal and external meetings as agreed with your line manager
* Prepare for and attend team meetings and meetings with external agencies as appropriate

**Administration**

* Undertake all administrative tasks as required in relation to record keeping and correspondence, and to ensure that these are undertaken efficiently and timeously
* Record, update and maintain information on a case management system for the purpose of continuity of casework, information retrieval, statistical monitoring, and report preparation
* Ensure that all work conforms to the organisation's systems and procedures.
* Complete the required training to comply with quality assurance processes

**Other duties and responsibilities**

* Support volunteers and other advisers, including peer-to-peer support
* Ensure client confidentiality through the compliance with the bureau legal obligations such as GDPR
* Uphold the Aims and Principles of the CAB service and its equal opportunities policies
* Abide by health and safety guidelines and share responsibility for own safety and that of colleagues
* To carry out any other reasonable tasks as required by the Service Coordinator

**Person Specification**



|  |  |
| --- | --- |
|  | **COMPETENCIES** |
| **QUALIFICATIONS** | * Good standard of education
* Willing to undertake appropriate further education and training
 |
| **EXPERIENCE**  | * Experience of delivering advice on a variety of issues including: Benefits, Consumer, Employment, Energy, Housing, Legal and Relationship
* Experience of partnership working and liaising with varying organisations
* Experience of working in a CAB or similar organisation
* Good awareness and understanding of how rights and advice issues impact on the local community
 |
| **SKILLS AND ATTRIBUTES** | * Excellent written and oral communications skills
* Working knowledge of the Benefit system
* Ability to research, understand and explain complex information both orally and in writing
* Ability to plan and organise own work, including meet deadlines and manage casework
* Ability to work under pressure
* Ordered approach to casework and an ability and willingness to follow and develop agreed procedures
* Excellent IT skills, proficient in the Microsoft Office suite
* Ability to manage change and development
* Ability to build positive relationships with clients, colleagues, volunteers and external contacts
 |
| **VALUES AND ATTITUDES** | * Ability to support and encourage vulnerable individuals
* Ability to monitor and maintain own standards
* Commitment and ability to work as part of a team
* Understanding of and commitment to the aims and principles of the CAB service and its equal opportunities policies
* Ability to deal with individuals in a competent and caring manner
 |
| **OTHER** | * Clear understanding and commitment of outreach work, including experience of autonomous working
* Willing to be flexible and adaptable in meeting the needs of the service
* Able to work on own initiative
* Driving licence and access to vehicle is essential
* Ability to travel as required by job remit and occasionally undertake work and training out of office hours and in other locations
 |

**Application Form**



To apply for this role, please complete this application form and send it to

Kenny MacLeod

Western Isles Citizens Advice Service

Lewis Citizens Advice Bureau

41-43 Westview Terrace

Stornoway

Isle of Lewis

HS1 2HP

Or by email to

kenny.macleod@wicas.uk

In order for your application to be considered, please ensure you complete all sections of this form. Please **do not** send in your CV as we will only consider your completed application form.

**Sections**

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# Candidate Details

Please complete your details below:

|  |  |
| --- | --- |
| Title |   |
| Full name |  |
| Previous name(s) if applicable (please include dates) |   |
| Address |   |
| Email address |   |
| Contact telephone number |   |
| Role applied for |  General Adviser |
| Where did you see the job advertised? |   |

# General Data Protection Regulation

The Western Isles Citizens Advice Service is aware of its obligations under the General Data Protection Regulation (GDPR) and is committed to processing your data securely and transparently. Our Privacy Notice for Job Applicants sets out, in line with GDPR, the types of data that we collect and hold on you as a job applicant, how we use that information, how long we keep it for and other relevant information about your data. A copy of the privacy notice for job applicants can be found attached. It is important that you read this notice so that you are aware of how and why we are using your data. Please check the box below to confirm that you have done so.

[ ]  **I confirm that I have read, understood and agree to the Privacy Notice for Job Applicants.**

# References

Any offers of employment with The Western Isles Citizens Advice Service are conditional upon receipt of satisfactory references. Please provide below the names and contact details of at least two referees **covering your last 5 years of employment** (include additional boxes if necessary).

If you have been in full-time education during this time, please provide details of where an academic reference can be obtained.

For each reference, please detail the following information:

**Referee 1**

|  |  |
| --- | --- |
| **Name of referee** |  |
| **Job title of referee** |  |
| **Organisation**  |  |
| **Address** |  |
| **Email Address** |  |
| **Contact Telephone Number** |  |
| **Dates employed** |  |

**Referee 2**

|  |  |
| --- | --- |
| **Name of referee** |  |
| **Job title of referee** |  |
| **Organisation**  |  |
| **Address** |  |
| **Email Address** |  |
| **Contact Telephone Number** |  |
| **Dates employed** |  |

Please note that we will not contact any referees until an offer of employment has been made and your authorisation has been obtained.

# Right to Work in the United Kingdom

All employees must be able to demonstrate that they are legally entitled to work in the United Kingdom.

In order to apply for employment with the Western Isles Citizens Advice Service, you must declare that you have the right to work in the United Kingdom and that, if successful, you will be able to provide the necessary documentation (typically a passport or a birth certificate, together with your National Insurance Number).

By completing this application form, you are declaring that you are legally entitled to work in the United Kingdom.

**Please state below, by selecting the statement that applies to you, if there are any restrictions or limitations on your legal right to work in the United Kingdom.**

|  |  |
| --- | --- |
| [ ]  | I confirm that I have the right to work in the United Kingdom without restriction. |
| [ ]  | I confirm that I have the right to work in the United Kingdom until \_\_\_\_\_\_\_\_\_\_\_ and I hold the appropriate Visa documentation to confirm this right. I have no restrictions or limitations on my Visa. |
| [ ]  | I confirm that I have the right to work in the United Kingdom until \_\_\_\_\_\_\_\_\_\_\_ and I hold the appropriate Visa documentation to confirm this right. I am restricted to (please detail any restrictions or limitations on working in the UK):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

# Employment History

Please give details of your employment (paid or unpaid) starting with your present/most recent employer and working backwards. Please explain any employment breaks.

**Present or most recent employer:**

|  |  |
| --- | --- |
| Name, full address & telephone number of employer |   |
| Job title |   |
| Dates employed: from (MM/YY) to (MM/YY) |   |
| Final salary |  |
| Notice period (if applicable) |   |
| Reason for leaving  |   |

Please give a brief outline of your main responsibilities and achievements:

**Previous employers: Continue on a separate sheet and include additional boxes if necessary**

|  |  |
| --- | --- |
| Name, full address & telephone number of employer |   |
| Job title |   |
| Dates employed: from (MM/YY) to (MM/YY) |   |
| Notice period (if applicable) |   |
| Reason for leaving  |   |

Please give a brief outline of your main responsibilities and achievements:

|  |  |
| --- | --- |
| Name, full address & telephone number of employer |   |
| Job title |   |
| Dates employed: from (MM/YY) to (MM/YY) |   |
| Notice period (if applicable) |   |
| Reason for leaving  |   |

Please give a brief outline of your main responsibilities and achievements:

If you have had any breaks in your employment (for example family commitments, travel and periods of unemployment) please give the dates to and from and a full explanation.

|  |  |
| --- | --- |
| **Dates** | **Reason for break** |
|  |   |
|  |   |
|  |  |
|  |   |
|  |   |

# Qualifications

Please give details of your qualifications below, beginning with the most recent.

**Education:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Dates** | **Institution name** | **Qualification** | **Grade** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

**Membership of professional bodies:**

|  |  |  |
| --- | --- | --- |
| **Date joined** | **Professional body** | **Category of membership** |
|  |  |  |
|  |  |  |
|  |  |  |

**Additional qualifications:**

|  |  |  |
| --- | --- | --- |
| **Date completed** | **Course** | **Brief description** |
|  |  |  |
|  |  |  |
|  |  |  |

# Written statement

In this section we would like you to give your reasons for applying for this post. Bearing in mind the job description, please provide examples demonstrating what experience, skills and qualities you would bring to this job. Your statement should not be longer than one page.

# Declaration

I confirm that the information given on this form is, to the best of my knowledge, true and complete. I understand that any deliberate attempt to provide false information to obtain employment is a serious misrepresentation and will lead to rejection, or if employed, dismissal and is likely to constitute a criminal offence.

Signed:

Date:

Print name: