

Citizens Advice Somerset

Supporting whole communities by helping people individually

citizensadvice-somerset.org.uk



Recruitment pack

**citizens
advice**

Somerset

Introduction

Thank you for your interest in joining the team here at Citizens Advice Somerset.

We're a friendly and welcoming team of around 170 staff and volunteers working across the county. What makes us special is the tremendous passion and enthusiasm that we bring to our important work, advising and assisting the people of Somerset and beyond.

We have grown from strength to strength since four local Citizens Advice charities merged in 2023 to become Citizens Advice Somerset. We're embarking on a mission to establish our organisation as a centre of excellence in the delivery of advice services, and we see our people as key enablers of this ambition.

This is an exciting time to join us, and I hope this pack is useful and informative. Please do get in touch if you'd like an informal chat about the role or the organisation.



Angela Kerr
Chief Executive Officer



Angela and Clive
(volunteer adviser) at a
community engagement
event



Why we're here

We've been here in Somerset since 1939 when the Second World War led to people needing advice about rationing, homelessness and evacuation. A lot has changed since then but the need for advice continues.

The prolonged cost of living challenges we're experiencing post-Covid means that we're helping more people than ever before whose income isn't enough to cover the essentials like food, energy and housing. The problems that people face are increasingly complex. We're here so people don't have to face them alone.

During 2024-25

20,214

People helped

With

84,388

Advice issues

Each year we help thousands of people find a way forward. We do this by providing information, tailored advice, practical support, and influencing policies that affect our clients.

We aren't driven by a one-size fits all approach. People need different types of support at various times in their life.

Everything we do - and the way we work - benefits individuals and society.

For a real insight into what we do, how, and our impact, [visit our website](#).

Working here

We are Somerset's largest independent advice service. We provide advice to everyone who needs it and our advice is always free, confidential and impartial.

At Citizens Advice Somerset, we believe that our people are the driving force behind our goal to provide quality advice to people who need it.

We understand that finding the right career opportunity is not just about the job itself but also about being part of a supportive and inclusive work environment. Citizens Advice Somerset is a place where your skills, ideas, and unique perspectives will be valued and nurtured. We work hard to foster a collaborative culture that encourages personal and professional growth, and we believe in investing in the development of our people.

If you come to work for us, you'll be working alongside a group of friendly, dedicated professionals who share a common purpose and are passionate about making a real difference.

It's a great place to be, with great people.



Large but local

Although we're a large organisation we make an effort to maintain a local feel for our volunteers and paid staff. Making sure to carve out time to get together and collaborate.



The advice team provide information, advice and casework to clients on the phone, by email and in person at over 20 locations. This may be as part of our 'core' service or within a specialist advice/project team. Providing essential support are our administrators, receptionists, advice supervisors and team leaders.

Our strategic projects staff and the research and campaign team work to address the root causes of advice issues - to change policy or practice for the benefit of wider society.

Supporting the above is our leadership team and lead officers. Not forgetting our Board of Trustees.

We may be blowing our own trumpet, but the Citizens Advice Somerset team really is something special.



Our Vision

We can all face problems that seem complicated or feel distressing. We believe that no one should have to face these problems alone and without access to good quality, independent advice. This is why we are here; to give our clients the knowledge, advice, confidence and practical assistance they need to find their way forward – whoever they are and whatever the problem.

Our vision is simple. That everyone has somewhere trusted to turn to for help and advice.

Our Mission

We're on a mission to deliver excellent advice services in Somerset and beyond by:

- 01** Making sure great advice is easily available
- 02** Taking early action to prevent problems getting worse
- 03** Reaching out to those who find it hardest to get the help they need
- 04** Working with other organisations
- 05** Influencing others through our campaign and policy work



Our values

Our core values inform every aspect of our work, how we behave, how we support each other and how we work with clients, partners and other agencies. Together we ensure that our values are brought into our everyday behaviours so we can offer the best possible service to our clients, colleagues and communities.

Accessible

We respect and appreciate one another. We treat one another as equals. We work hard to create a friendly and professional work environment.

Professional

We trust each other as professionals and as people. We take individual ownership for our own performance and we show consideration for each other's needs.

Trustworthy

We practice open and honest communication. We are committed to spending time together and to developing our skills and knowledge.

Does that sound like you? Tell us! We're not just looking for ways you'd fit the role, we want to get a sense of who you are and how you fit with the wider Citizens Advice Somerset team.



Our approach to EDI

Equity, Diversity and Inclusion (EDI) is of real importance to us. We subscribe to the view that we are all equal through our common humanity. We value and embrace the diversity of our staff, volunteers and clients, and we work hard to eliminate discrimination.

Central to pursuing our EDI goals is building diverse and inclusive teams in which everyone has a sense of belonging.

We believe inclusion is a social justice issue - a principle that underpins our all EDI work. To that end, we particularly welcome applications from people we would like to see better represented in our organisation and sector - people of colour, LGBTQ+ people and disabled people.

We are a committed [Disability Confident](#) employer. Please let us know if you require any adjustments to be made to the application process or would like to provide any information for us to take into account when we are considering your application. Be assured we'll be supportive in discussing reasonable adjustments with you at any stage of the recruitment and selection process.

We follow the social model of disability.



What we offer

Going home at the end of the day knowing you've made a difference is a lovely feeling - and so is knowing that your employer is looking out for you. We can help you:

Look after you

Wellbeing and a good work-life balance is as important to us as it is to you and our working practices/policies support this as much as possible, including a generous annual leave allowance, hybrid working options, reflective practice, and 24/7 confidential health and wellbeing support.

Look after your career

We may be (totally, and utterly) great, but we're certainly not complacent about it. We've been around for a long time and to do that, we've had to keep on learning, adapting and moving with the times to make sure the service we provide is the best it can be. When you come and work with us, we'll encourage you to do the same things; learn, adapt, be great. That's why we focus on learning and training across the organisation and offer continuing professional development.



Your application

You've read a bit about us - now it's over to you!

If you like what you've read so far and think you can see yourself at Citizens Advice Somerset, it's time to start your application form.

Your form is an important part of the selection process; it's used to determine whether or not you'll be chosen to have an interview and also acts as a basis for the questions we'll ask you on the day. It's really important that you try to capture all of the relevant information we have asked for on the form, so we can get a good feel for who you are and why you're great.

When completing your form...

- Sign the application to confirm that the information you have given is correct.
- In relation to any criminal record* you may have, you'll need to disclose details of unspent convictions during the recruitment process.
- Make sure you include paid work, unpaid work, any work experience or volunteering in your employment history.
- List any formal qualifications on your form.

*Please note we are not able to employ anyone with a conviction for a sexual offence against a child or vulnerable adult, regardless of when the offence took place.



Top tips

Read the job description and person specification carefully as it outlines the responsibilities and expectations of the role. The person specification highlights the key things we're looking for, as well as how we intend to measure if you have them. Consider how your skills, knowledge and experience match what we are looking for and think about specific examples that demonstrate your abilities to meet each of the criteria.

3 top tips for a great application

- 01** Give us examples, and think STAR - Situation, Task, Action, Result.
- 02** Be yourself, let your personality shine through and tell us how our values fit in your life.
- 03** Don't send us your CV. Your application form is where it's at!

The important bits

Please complete the anonymous EDI form - this will not be shared with the hiring team. Monitoring our recruitment and selection procedures is one way of helping us to ensure that there is no unfair discrimination in the way that we recruit people.

The information you provide will be treated confidentially and used for the purposes of assessing your application only - see our [Privacy Policy](#).

Any job offer will be subject to confirmation that you have a [right to work](#) in the UK, and receipt of two satisfactory references.



What next

Who should I contact for an informal chat or if I have any special requirements?

Pop us an email to: HRandResources@casomerset.org.uk


Will I be notified if my application is unsuccessful and will I receive feedback?

We know how much time and effort goes into an application and we really appreciate the time you've taken to apply for a job with us.

We will let you know if you haven't been shortlisted for an interview but due to the volume of applications we receive, we're unable to provide feedback to unsuccessful candidates at this stage.



 www.citizensadvice Somerset.org.uk

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