



Hillingdon and Ealing Citizens Advice Ltd

AREA SUPPORT OFFICE, Key House, 106 High Street, Yiewsley UB7 7BQ

Our ref: Recruit/cover letter/Sep09
Fax No: 01895 422510
Date: 3rd September 2009

Dear Applicant,

Part Time Receptionist (12 month contract with possibility of extension)

Thank you for your interest in the **above post** with Hillingdon & Ealing Citizens Advice Ltd (HECA). Please note that consideration may also be given to job sharing opportunities in order to achieve the required 28 hours, 9am – 4:30pm, 4 days per week required of this post.

I enclose an application pack which includes the following:

- Job description
- Person specification
- HECA Job Application Form
- HECA Equal Opportunities statement
- HECA Equal Opportunities Monitoring Form
- NACAB Aims, Policies and Principles

Please send your completed application in an envelope marked confidential to reach me by **10.00 a.m. on Monday, 21st September 2009.**

Interviews are scheduled for **2nd October 2009** (but may be subject to change). If you have not heard from me by **25th September 2009**, please assume that you have not been successful. We apologise for not being able to reply individually to applicants who are not shortlisted but thank you for making your application and your interest in HECA.

Please note that not all of our offices are fully accessible but we will be flexible to enable short listed candidates to be interviewed and the successful candidate to work with us. Please contact me to discuss any special needs you may have.

I look forward to receiving your application.

Yours faithfully,

Barrie Evans
Interim Manager

HILLINGDON ADVICE & INFORMATION LINE 0844 848 7903 Website: www.hillingdoncab.org.uk

Registered office: Hillingdon CAB Service Limited, AREA SUPPORT OFFICE, Key House, 106 High Street, Yiewsley UB7 7BQ
Charity registration number 1045991, Company Limited by guarantee, Registered number 3028957 England



HILLINGDON & EALING CITIZENS ADVICE

JOB DESCRIPTION

Designation:	Receptionist
Current Salary Scale:	Scale Pt 14, £17,257 pro rata inc OLW
Location:	CAB service outlets in Hillingdon
Duration:	Fixed term contract for 12 months
Hours of Work:	Part time 28 hours, 9am – 4:30pm, 4 days per week <i>(consideration may also be given to job sharing opportunities)</i>
Responsible to:	Designated Team Leader/Advice Session Supervisor

Purpose of Job:

To provide a welcoming, efficient and professional reception service for personal callers and other visitors to the bureaux in accordance with the aims and principles of CABx.

To provide a high quality, effective and efficient information service to members of the public using internet and other resources.

To help clients complete forms relating to, but not limited to, Disability Living Allowance, Incapacity Benefit, Attendance Allowance, Housing, Council Tax, Pensions, Passport etc effectively and sensitively to CAB quality standards.

Main Duties:

1) Reception

- 1.1 Provide a welcoming and professional approach to all clients on their arrival, providing information on the service, keeping them informed of progress and ensuring that all are treated fairly and in accordance to their needs.
- 1.2 Ensure that the Advice Session Supervisor (ASS) and Advisers are aware of the number of clients waiting, their order of arrival and any special needs.
- 1.3 Assist the Advice Session Supervisor/Team Leader in managing the practicalities of delivering services including the advice and information sessions.
- 1.4 Arrange and diarise appointments for clients as instructed by the ASS.
- 1.5 Maintain an efficient and up to date reception area ensuring it provides a welcoming and informative environment for clients and visitors.
- 1.6 Record, collect, collate and provide statistics and other relevant information.

- 1.7 Ensure all relevant policies and procedures are followed during the advice and information sessions, including Health and Safety policies.
- 1.8 Deal effectively and politely with complaints, feedback and any behaviour likely to cause offence or breach CAB policies.

2) Information Assistance

- 2.1 Offer appropriate guidance and assistance to clients seeking information on a wide range of issues. To assist and enable clients to locate relevant information based upon client-identified issues through use of the Citizens Advice website, www.adviceguide.org.uk, other linked websites and local information.
- 2.2 Maintain and develop sufficient understanding of the information in the main subject areas covered by the Advice Guide to assist clients seeking information.
- 2.3 Maintain clear, accurate and concise records of client contacts that meet the quality standards of the Citizens Advice Membership Scheme. Maintain records as required for information retrieval, statistical monitoring, accountability and report preparation.
- 2.4 Identify the limitations of the Information Service and direct clients to appropriate services available within HECA and other relevant voluntary and statutory agencies.
- 2.5 Maintain familiarity with other statutory and voluntary organisations websites such as Department of Work and Pensions, Home Office, Consumer Direct, Community Legal Services, Payplan and community organisations as appropriate and awareness of local issues, changes in local and national policies and services.

3) Form filling

- 3.1 Provide a high quality form-filling service to clients in accordance with the Aims and Principles of Citizens Advice and the requirements of its' Membership Scheme.
- 3.2 Seek support from the ASS/Team Leader as necessary to ensure quality of service, accuracy, and good practice.
- 3.3 Contact clients to determine the outcomes arising from benefit claims/form filling assistance provided.
- 3.4 Maintain accurate case records in keeping with the needs of the service and the Citizens Advice Membership Scheme.

4) Social Policy

- 4.1 Identify social policy issues in line with the twin aims of the Citizens Advice service and issues concerning disadvantaged groups and to raise these issues appropriately with the Advice Session Supervisor. Be active in helping clients with on-line social policy surveys on Advice Guide.
- 4.2 Participate in local and regional social policy initiatives developed by HECA, its projects and partner organisations.

5) Administration

- 5.1 Ensure that the information sources in use are up to date and maintain the local information system.
- 5.2 Maintain stocks of leaflets and posters, and order from suppliers.
- 5.3 Display leaflets and posters in the general office, waiting room and interview rooms.
- 5.4 Create and maintain filing systems in accordance with the bureau's systems and procedures.
- 5.5 Maintain statistics and collate and produce to a prescribed format.
- 5.6 Maintain diaries and work records.
- 5.7 Use and maintain photocopier, fax and other office machines as appropriate.
- 5.8 Answer the telephone appropriately and refer calls or take messages.
- 5.9 Implement administrative procedures as directed by ASS/Team Leader.

6) Training and Development

- 6.1 Keep informed of new and changing legislation relevant to the post and of local issues/policies e.g. provision of services to people newly arrived in the UK.
- 6.2 Read the relevant Citizens Advice circulars and information items.
- 6.3 Attend training to develop knowledge, skills and expertise.
- 6.4 Use computers in areas relevant to the post. The post holder must be willing to undergo training in the use and application of Information Technology as needed to carry out the tasks of the post.
- 6.5 Assist in the recruitment and training of volunteers from the local community.

Policies of the CAB Service:

All members of staff must understand and be committed to actively implementing the aims, principles and policies of Citizens Advice and the HECA service.

Employees must have due regard in the planning and execution of their duties at all times to the aims, principles and policies of HECA and Citizens Advice.

Special Features (as required):

Employees are the 'public face' of the service and are expected to be presentable, polite and respectful to all members of the public at all times, including when dealing with complaints and negative comments and when under pressure.

The role-holder will need to be able to explain access to the CAB service in Hillingdon clearly and without criticism of its funders, also to be able to challenge discriminatory comments in an appropriate manner.

The post holder will be expected to play an active part as and when required in securing resources for the HECA service.

To attend meetings within HECA and to represent HECA as required to other organisations both during the day and occasionally in the evenings and at weekends.

Working with others, to comply with health and safety and security procedures.

The post holder will be required to work in any HECA Service outlet, which includes Uxbridge, Hayes and Ruislip CAB offices, Key House and outreach venues as directed.

In addition to the above tasks and duties, the post holder will be required to undertake such other tasks and duties which may be identified as being generally compatible with the post and to the aims of HECA.

Note (for Information): 'Citizens Advice' is the public name for the National Association of Citizens Advice Bureaux.

Signed.....(Post holder)

Date.....

Signed.....(Line Manager)

Date.....

HILLINGDON & EALING CITIZENS ADVICE

RECEPTIONIST

PERSON SPECIFICATION

No specific educational or professional qualifications are needed for this post. However, you will need to show how you meet the following essential requirements.

1. Work experience

- 1.1 Previous administrative experience.
- 1.2 Previous experience of dealing with the general public/customer service.

2. Skills/abilities

- 2.1 Excellent customer service skills and ability to communicate effectively with a wide range of clients of differing abilities and to direct clients to appropriate services.
- 2.2 Excellent interpersonal skills working with clients and colleagues in a professional setting, including when working under pressure and dealing with complaints.
- 2.3 Proficiency in using the internet to provide an efficient and appropriate information service in response to enquiries from a diverse public.
- 2.4 Ability to understand information in the main subject areas covered by the www.adviceguide.org.uk information system.
- 2.5 Good computer literacy including ability to use 'Word' and communicate via email.
- 2.6 Ability to recognise social policy issues, including the ability to identify issues concerning disadvantaged groups and individuals and respond appropriately.
- 2.7 Ability to write clear and concise case records, notes and letters, including a good standard of written English to enable accurate and legible completion of forms.
- 2.8 Self-organising, reliable, flexible and willing to work as part of a team.
- 2.9 Ability to receive feedback objectively and willingness to challenge constructively.
- 2.10 Ability to plan and manage your own workload, prioritise own work, monitor and maintain own standards.
- 2.11 Ability to maintain and analyse statistical records relevant to the area of work and numeracy skills to the level required to carry out tasks.
- 2.12 Ability to develop skills and knowledge through training relevant to the area of work.

3. Policies of the CAB Service

- 3.1 Understanding of and active support for the aims, principles and equal opportunities policies of Citizens Advice and the HECA service.

HILLINGDON & EALING CITIZENS ADVICE



Note: Please complete this form in **black ink**, to enable clear photocopying

APPLICATION FOR APPOINTMENT

Please specify post : _____

How many days per week: 3, 4 or 5 (please circle – you may indicate more than one)

Surname: _____ Date of Birth: _____

First Names: _____ Tel Home: _____

Home Address: _____ Tel Work: _____

_____ May we contact you at work: Yes/No

REFERENCES

Please give below the names and addresses of two referees.

First Referee (current employer)
* previous employer if unemployed

Second Referee

Name.....

Name.....

Position Held.....

Position Held.....

Address.....

Address.....

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NOTICE

If applicable, what period of notice are you required to give?

Your completed application and/or any enquiries relating to your application should be addressed to:

**Hillingdon & Ealing Citizens Advice, Area Support Office,
Key House, 106 High Street, Yiewsley, Middx UB7 7BQ (Tel: 01895 422479)**

Please mark any correspondence

‘Private & Confidential’

1. Relevant Work and Life Experiences

This would include your current/previous employment, school placements, voluntary work and life experiences (continue on a separate sheet if necessary).

Dates From To	Employment/Voluntary Work etc.

2. Education and Training

Please list your education and training (including short courses). Continue on a separate sheet if necessary.

Dates From To	Nature of Course

3. Reasons for Applying

Give reasons for applying for this job demonstrating how you meet each of the criteria listed in the person specification giving examples of your relevant skills and experience.

Any additional information which you wish to provide should be limited to no more than two sides of A4 paper.

4. Miscellaneous

Do you hold a current full driving licence? YES/NO

Do you speak languages in addition to English?
(please list)

Number of days absence through illness in the last 2 years _____

Number of occasions absent through illness in the last 2 years _____

Have you been interviewed and tested for a post with HECA previously? YES/NO
If yes, in which year and month? _____

Are you registered disabled? YES/NO

Do you consider yourself to have a disability? (please give details)

Is there anything in your medical history such as a serious illness, injury or surgery which may affect your ability to do this job? YES/NO

If YES is there anything we could provide to assist you? _____

Are you entitled to work in the UK? YES/NO

How did you learn of this vacancy? _____

DECLARATION

The information given in this application is, to the best of my knowledge, true and accurate.

Signature: _____ Date: _____

Equal Opportunities



The CAB service is committed to equal opportunities for all.

Hillingdon CAB Service is fully committed to the Service's Equal Opportunity policies. These cover all aspects of the Service, including the way it is provided, the ways people can gain access to it and the way we employ people to work within it.

With regard to recruitment, we aim to ensure that no applicant receives less favourable treatment than another on the grounds of race, sex, disability, HIV/AIDS, sexuality, class, age or any other unfair criterion.

Our recruitment procedures are designed to ensure that all job applicants are considered solely on the basis of their aptitudes and abilities in relation to the requirements of the job.

This includes shortlisting without reference to personal details. We would, however, request you to complete our equal opportunities monitoring form.

The purpose of this statement is to make clear Hillingdon CAB's commitment to the principles of Equal Opportunities and to assure all applicants that their application will be dealt with fairly. Hillingdon CAB is committed to taking positive action to implement equal opportunities for people facing discrimination and to ensuring that its workforce is representative of the whole community.

HILLINGDON CITIZENS ADVICE BUREAUX SERVICE

EQUAL OPPORTUNITIES MONITORING INFORMATION

THIS FORM WILL NOT BE SEEN BY THE SHORTLISTING/INTERVIEWING PANEL.

The CAB Service aims to provide equal opportunities and fair treatment for all people applying to be bureau workers, regardless of race, sex, disability or whether they are lesbians or gay men.

The Service is also committed to ensuring that bureau workers reflect the community that they serve. In order to monitor the effectiveness of the Equal Opportunities Policies, we would be grateful if you would complete this monitoring form.

We assure you that:

- The information provided will not be seen by the shortlisting/interviewing panel or form the basis of any part of recruitment and selection.
- The information from the application form is confidential and will only be used for statistics.
- Should you choose not to complete this section, this will not affect your application.

A. Please tick FEMALE MALE POST REFERENCE

B. Please indicate your age group.

Under 25 25 – 34 35 – 44 45 – 59 60 - 64 65+

C. Do you have a responsibility for the care of the following:-
e .g. Children: YES NO Elderly: YES NO Disabled: YES NO

D. Please indicate which ethnic group you belong to (N.B. these categories are recommended by the Commission for Racial Equality).

- | | | | |
|---------------------------------------|--------------------------|-------------------------|--------------------------|
| A. White | <input type="checkbox"/> | F. Indian | <input type="checkbox"/> |
| B. Irish (white) | <input type="checkbox"/> | G. Pakistani | <input type="checkbox"/> |
| C. Black Caribbean | <input type="checkbox"/> | H. Bangladeshi | <input type="checkbox"/> |
| D. Black African | <input type="checkbox"/> | I. Chinese | <input type="checkbox"/> |
| E. Black Other (please specify) | | Z. Other (please spec). | <input type="checkbox"/> |

E. Would you describe yourself as having a disability? YES/NO

Are you registered disabled? YES/NO

F. The Citizens Advice Bureau Service has a specific equal opportunities policy for Lesbians and gay men, and is committed to positive action to implement the policy.

Due to the nature of discrimination against lesbians and gay men, the service has decided, after extensive discussions, not to conduct quantitative monitoring of lesbians and gay men.

Would you like to make any comments about our monitoring form?

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THE AIMS OF THE SERVICE

To ensure that individuals do not suffer through lack of knowledge of their rights and responsibilities or of the services available, or through an inability to express their needs effectively.

and equally

To exercise a responsible influence on the development of social policies and services, both locally and nationally.

THE FOUR PRINCIPLES OF THE SERVICE

- Free
- Confidential
- Impartial
- Independent

ANTI-RACISM POLICY

Citizens Advice Bureaux Service, in compliance with its aims and principles:

- Is opposed to all forms of racism and discrimination and is committed to ensuring that all services are equally available to all people.
- Will resist and challenge acts of discrimination and support its clients and staff when confronted with racial harassment.
- Seeks actively to conform to the 1976 Race Relations Act and the 1984 Commission for Racial Equality (CRE) Code of Practice.
- Is an Equal Opportunities Employer and encourages participation of black and other ethnic minority communities at all levels of the Service.

POLICY AGAINST DISCRIMINATION AGAINST LESBIANS AND GAY MEN

This Association resolves, in compliance with its aims and principles, and its Equal Opportunities Policy:

- a) to actively oppose acts of discrimination against lesbians and gay staff;
- b) to challenge acts of discrimination and harassment against lesbians and gay men and to support its clients and staff when confronted with such acts;
- c) to adopt practices to eliminate discrimination against lesbians and gay men;
- d) to fully incorporate into its training, awareness of issues affecting lesbians and gay men;
- e) to make positive efforts to ensure that the service is available to lesbians and gay men and that the specific advice and information needs of lesbians and gay men are met;

- f) to contribute information and support efforts of other groups within the community to make discrimination against lesbians and gay men on the grounds of their sexuality illegal.
- g) to continue to incorporate into its information system items in all subject areas of relevance to lesbians and gay men;
- h) to seek representation from lesbian and gay groups on local Management Committees, Area Committees and Council.

POLICY WITH REGARD TO POSITIVE ACTION TOWARD WOMEN IN THE SERVICE

This Association resolves, in compliance with its aims and principles and its Equal Opportunities Policy to undertake, resource and monitor a programme of positive action to ensure that at all levels and in all aspects of its work, the service:

- a) actively conforms to the Sex Discrimination Act and to the 1985 Equal Opportunities Commission Code of Practice:
- b) actively opposes acts of discrimination, harassment, and sexual harassment against women:
- c) challenges acts of discrimination, harassment and sexual harassment against women and supports its clients and staff when confronted with such acts:
- d) adopts practices to eliminate discrimination, harassment and sexual harassment against women staff:
- e) adapts terms and conditions of employment which eliminate discrimination, harassment and sexual harassment against women staff:
- f) incorporates fully into its training for all staff, awareness of issues affecting women and of their advice needs:
- g) ensures that the training needs of women in the service are met:
- h) seeks specific representation from Womens Groups on all local Management Committees, Area Committees and Council:
- i) identifies levels at which women are under-represented and takes positive steps to ensure full participation of women at all levels of the Service.