

## **Inverness Badenoch and Strathspey Citizens Advice Bureau**

### **VACANCY**

#### **Equality and Employment Rights Adviser (HEAP Project)**

##### **SUMMARY**

Job Title:	Equality and Employment Rights Adviser
Location:	Inverness Badenoch and Strathspey Citizens Advice Bureau
Reporting to:	Fair Work in Action Co-ordinator and Deputy Manager
Salary:	£25,099 per annum (pro-rata).
Hours:	35 Hours per week (1 x full or 2 x part-time posts available)
Contract:	Permanent
Start Date:	TBC
Closing Date:	<b><u>Monday 25<sup>th</sup> April 2022</u></b>
Interview Date:	TBC
How to apply:	via online Application Pack to <a href="mailto:admin@invernesscab.org">admin@invernesscab.org</a> – should you need an alternative format to allow you to apply please contact the same address.

## **Role Context and Purpose**

We are looking for a new Equality and Employment Rights Adviser to work in our new Highland Equality in Action Project Team. Reporting to our Fair Work in Action Co-ordinator and Deputy Manager. The new post(s) will be to provide advice and information at Levels I and II in regards to equality rights and related employment rights breaches and will assist with the development of the service and social policy issues both locally and nationally.

Some experience desirable though not essential as full training will be given.

## **Key Duties**

- Providing quality advice and information to clients to level I and II for equality and employment rights Level I and II enquiries.
- Supporting clients to achieve their desired outcomes in respect of their issue.
- Case recording and data management to a high standard.
- Identifying any local or national social policy issues as appropriate.

## **Essential Criteria**

- An interest in both equality and employment rights.
- A commitment to ensuring that all clients who present for help in the areas of equality and employment rights are given an excellent standard of advice and information as may be required which both meets and exceeds quality of advice standards.
- Effective oral and written communication skills with particular emphasis on writing letters, e-mails, reports, form filling and other correspondence as may be needed.
- Excellent interpersonal skills.
- IT proficient in the use of MS Office including Outlook, Word, Power-point and a willingness to learn new systems when required.
- Proven ability of working within an advice setting in assisting clients achieve successful outcomes including via problem solving, influencing and negotiating appropriately.
- An ordered solutions focused approach to work and an ability and willingness to follow and develop agreed standards and procedures.
- Ability to work well under pressure.
- Numerate to the level required in the tasks.
- Ability to prioritise own work, meet deadlines and manage enquiries or caseload.
- Ability to give and receive feedback objectively and appropriately and a willingness to challenge constructively.
- Ability and willingness to work as part of an effective team.
- Ability to monitor and maintain own standards.
- Understanding of social trends, social policy issues and their implications for clients and service provision.

- Understanding of and commitment to the aims and principles of the CAB service and its equal opportunities policies.
- A 'can do' attitude and a willingness to work hard in order to achieve the best outcomes for clients and stakeholders.
- Responsible, reliable and meticulous approach to all aspects of work.
- Ability to work on own initiative with minimal supervision when appropriate but also as part of a dedicated team.
- Able to become a key integral member of the existing team.
- A willingness to commit to remaining up to date with all key UK employment and equality legislation and its practical application to level of proficiency as required.
- A demonstrable commitment to undertake training and any further continuous professional development as appropriate.
- Ability to build strong and effective working relationships successfully with a range of stakeholders.
- Effective use of case management and other systems.

### **Desirable Criteria**

- Successful completion of the Citizens Advice Scotland Adviser Training Programme (or a commitment to completing basic training).
- Experience of working in an HR setting and/or in the area of employment or equality rights law.
- Experience of providing Level I (generalist) equality and employment rights advice.
- Understanding of the voluntary sector in Scotland.
- Appropriate higher education qualifications or able to demonstrate comparable professional experience.
- Awareness of key stakeholders including ACAS, EHRC, HSE and knowledge of the Employment Tribunal system.
- Experience of successfully working to deadlines, achieving project targets and achieving key performance indicators.
- Ability to extract and statistically analyse information.
- Ability to identify any service provision improvements and make recommendations.
- Ability to develop and deliver presentations and training at Level I and II.

### **Please Note:**

The above list is not exhaustive and the successful candidate(s) will be required to carry out any other tasks that may be within the scope of the post(s) to ensure the effective delivery and development of services.

If you have any further queries, please e-mail:

[admin@invernesscab.org](mailto:admin@invernesscab.org) before the closing date/time.