

Inverness Badenoch and Strathspey Citizens Advice Bureau



Employment and Equalities Rights Adviser

SUMMARY

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| Job Title: | Employment and Equalities Rights Adviser |
| Location: | Inverness |
| Reporting to: | Deputy Manager |
| Salary: | £26,377 to £28,818 (pro-rata/dependent on experience) |
| Hours: | Full or Part-time (between 17.5 and 35 hours per week) |
| Closing Date: | <u>By 12 noon on Tuesday 24th October 2023</u> |
| Interview Date: | <u>Monday 6th November 2023</u> |

Role Context and Purpose

The successful candidate will join our Employment and Equalities Rights Team and be responsible for delivering our Highland Equality Action Programme. This will support and empower individuals who suffer unlawful discrimination and related employment rights breaches at work to achieve their preferred outcomes in terms of remedy, resolution and accessing justice. The types of issues dealt with are wide ranging but include enquiries about employment legislation, instances of direct discrimination, indirect discrimination, failure to make reasonable adjustments, discrimination arising from disability, equal pay, harassment and victimisation.

Key Duties

- Providing quality advice and information to clients in response to employment and discrimination enquiries.
- Supporting clients to achieve desired outcomes in respect of all types of employment and discrimination enquiries.
- Case recording and data management of contacts with clients.
- Identifying any local or national social policy issues and raising these through appropriate channels.
- Maintaining and organising any project, funding, audit, case management or statistical information as required.
- Supporting communications to and from stakeholders.
- Developing office systems and procedures to ensure maximum operational efficiency is achieved.
- Keeping all records safe, confidential and accessible for future retrieval.
- Updating line manager upon progress of cases.

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 good quality advice and information as required.
- Effective oral and written communication skills with particular emphasis on writing letters, e-mails, reports, form filling and other correspondence as needed.
- Excellent interpersonal skills.
- IT proficient in the use of MS office 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.
- A solution-focused approach to work and an ability and willingness to follow and develop agreed standards and procedures.
- 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.
- Understanding of social trends, social policy issues and their implications for clients and service provision.
- 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.
- Ability to work on own initiative with minimal supervision when appropriate.
- A demonstrable commitment to undertake training and keeping knowledge up to date.

Desirable Criteria

- Experience of working in an HR setting and/or in the area of employment or equality rights law.
- 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.

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.