



RENFREWSHIRE CITIZENS ADVICE BUREAU

Recruitment Pack

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Renfrewshire Citizens Advice Bureau

Date: 31st March 2022

Dear Applicant

Pension Wise Guidance Specialist

Thank you for your interest in this post.

You will find enclosed an application form together with a job description and an equal opportunity monitoring form. There is also some background information about our Bureau.

In determining who will be invited to interview we consider who best fits the person specification. It is unusual that any one candidate would meet all of the criteria and we are also interested in you as a person and your motivation to help people. It is important therefore that you use the person specification as a guide when completing your application.

The successful applicant for this post will be asked to provide a basic disclosure check.

We look forward to receiving your application by 1700 on Thursday 21st April Please ensure that you provide an email address and telephone number where we can contact you day and/or evening.

Yours sincerely

Martin Fotheringham

Chief Executive Officer



Renfrewshire Citizens Advice Bureau

Background Information

Renfrewshire CAB (RCAB) is a member of the nationally recognised brand of Citizens Advice Bureau (CAB) and has continued to develop in response to the needs of the residents of Paisley, Johnstone, Renfrew and the surrounding areas. The organisation is a member of the umbrella body Citizens Advice Scotland that provides guidance and support to all Citizens Advice Bureau in Scotland (CAS). The twin aims of the service are:

- To provide the advice people need for the problems they face
- To improve the policies and practices that affect people's lives.

RCAB is well placed to recognise trends and identify particular needs and lack of services for specific groups. Enquiries are across a wide range of fields, and clients expect high quality advice and assistance (including representation at tribunals and in Court when appropriate) on what are, at times, highly complex matters. The main enquiries at the present time relate to problems with welfare benefits, money and debt, housing, employment, utilities; and relationship.

The Bureau's operating hours are Monday to Friday 10.00 until 16.00. We have a team of 24 core and project staff and in addition we have over 45 volunteers, the bureau provides a free, confidential, independent and impartial service for the people within our community on a wide range of issues including but not limited to the following:

- Debt and money
- Welfare Rights
- Consumer issues
- Immigration
- Employment and workforce problems
- Housing
- Relationship and family issues
- Discrimination
- Health services
- Legal rights & responsibilities

RCAB is a trusted and well-respected organisation. It enjoys high levels of client satisfaction and the excellence of its training programme is widely recognised. Its volunteer workforce and paid staff are fully committed and strive, with limited resources, to provide the advice sought by thousands of clients each year.

For a full overview of all our services and current work, please visit our website at: **www.renfrewshirecab.org.uk/home**



How to apply:

- Please complete the application Pack (no CV's please) and return to: manager@paisleycab.casonline.org.uk by **21st April 2022**. Interviews TBC.



Strictly Private and Confidential

APPLICATION FOR EMPLOYMENT

**Renfrewshire Citizens Advice Bureau
Telephone: 0141 889 2121**

Please complete this form in black ink or type to enable clear photocopying.

Renfrewshire Citizens Advice Bureau wishes to ensure that comparison between applicants for posts is thorough and in line with its Equal Opportunities Policy. It is, therefore, essential that you complete this application form fully as it will be used to assess whether you will be shortlisted for interview. **Please do not enclose curriculum vitae.**

1. Position Applied for: Pension Wise Guidance Specialist

2. Surname _____ First Names _____

**3. Address _____

_____**

4. Telephone Number _____

5. How much notice, if applicable, are you required to give? _____

6. Shortlisted applicants will be invited to attend interview date to be confirmed.

Please supply contact number and /or an e-mail address

8. Please state where you saw the advert for this post

9. Are you entitled to work in the United Kingdom? Yes No

Please note, if you are called to an interview you will be asked to produce supporting evidence.



10. Work Experience

We want to know about your work experience, paid or unpaid. Please include your current /previous employment, voluntary work, or community activities, and time spent caring for dependants, etc, if appropriate. Say why you left.

Dates	Names of Employer(s)/Organisations	Main Tasks Undertaken	Why did you leave?



12. Education and Training

Please list any education and/or training (including short courses) that you have undertaken

Dates	Education/Courses/Training	Qualifications



13. Additional Information

In this section we would like you to give your reasons for applying for this post. Bearing in mind the job description and person specification, please indicate what experience, skills and interests you would bring to this job. **(Please continue on an additional sheet if you wish)**



14. References

Renfrewshire Citizens Advice Bureau requires two receive positive references prior to confirming appointment of the successful candidate. The post involves working with young people and vulnerable adults.

Please give below the names and addresses of two referees who can comment on your suitability for the post. If you have been employed, one should be from your present or most recent employer.

Name _____
Relationship _____
Position held _____
Address _____
Telephone No _____

Name _____
Relationship _____
Position held _____
Address _____
Telephone No _____

- **References will only be taken up where the Board of Directors intends to make an offer of employment**

I declare the information given on this form is correct to the best of my knowledge. I understand that my application may be rejected and/or I may be dismissed following appointment if I have given any false or misleading information or have withheld any relevant details.

Signature **Date**

Closing Date for application: 21st April 2022

Please return this form marked "Confidential" to: -
Martin.fotheringham@paisleycab.casonline.org.uk

Date of interviews for successful applicants: TBC