**Recruitment Pack**

**Legal Advisor**

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**Covering Letter**



May 2023

Dear Applicant

**Post of Legal Advisor**

Thank you for your enquiry about the above post.

You will find enclosed an application form together with a job description and person specification. There is also some background information about the bureau.

In determining which applicants will be interviewed the Interview Panel will have regard to applicants who best fit the person specification so it is important that you use this as a guide when completing the application form.

We regret that we are unable to acknowledge receipt of completed application forms unless a stamped addressed envelope is enclosed with your application.

We look forward to receiving your application by the closing date of 9th June 2023 at 5pm and we would ask that you provide an email address and telephone number where we can contact you day and/or evening.

Yours faithfully,



Lynda MacLean

Operations Manager

**Organisational Profile**



Western Isles Citizens Advice Service is the major provider of information, advice and assistance in the Western Isles.

We are staffed by trained volunteer advisers under the supervision of the management team, and provide responses to clients’ enquiries covering the whole range of social issues. Despite being a generalist service, most enquiries are concerned with matters related to problems of poverty and deprivation.

The local offices are wholly independent and receive their core funding from Comhairle nan Eilean Siar. We are an autonomous body under the control of a local Board of Directors.

We are members of Citizens Advice Scotland (the Scottish Association of Citizens Advice Bureaux) and, as such, must meet specific conditions of membership related to standards of service and other matters.

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 and money; employment; goods and services; housing; and family and personal situations.

*Charity Name: Western Isles Citizens Advice Service*

*Charity Number: SC015018*

**Job Description**



**Job Title:** Legal Advisor

**Responsible to:** Operations Manager

**Location**: Western Isles wide

**Hours**: 35 hours per week

**Salary:** £28,261.00 per annum + £2,541 Island Allowance + 6% pension contribution

**Summary of main responsibilities:**

Provide a dedicated free legal advice service and in-court representation to CAB clients. To provide support and assistance to CAB clients on a variety of issues including: benefit appeals, debt, mortgage repossession, rent arrears and eviction, consumer, and employment.

#### **General Responsibilities**

* Work with Bureau Advisers on complex or unusual legal enquiries, particularly in relation to housing, debt, consumer, welfare benefits, and employment
* Providing advice and representation services directly to clients on complex legal issues, particularly in relation to mortgage repossession, tenancy repossession and related debt matters
* Provide advice on options and consequences of court actions to clients
* Negotiate and liaise on behalf of clients with relevant agencies, mortgage lenders, landlords etc. with a view to enabling people to remain in their homes and avoid homelessness
* Assist clients to tackle debt problems that have contributed to their situation in a way which will prevent such problems recurring
* To provide advice on, respond to and represent clients in court actions, tribunals, local authority appeals and other legal proceedings relevant to the Project; for example, Employment Tribunals and Sheriff Court Actions including Simple Procedure, Debt and Housing Actions
* To liaise and negotiate with CAB staff and other agencies as appropriate, particularly in post - court work
* To provide accurate information, advice and support services to clients, as required
* To ensure that accurate, legible and comprehensive case records are kept

**Administration**

* Produce reports, collate statistics and contribute to local and national social policy work
* To manage a caseload and to ensure that maximum progress is achieved in relation to that caseload
* To maintain and monitor quality assurance standards
* To undertake office administration relating to the duties of the post
* Ensure client confidentiality through the compliance with, the bureau legal obligations such as the Data Protection Act.

**Training**

* To undertake CAB training to ensure understanding and compliance with all the CAB Policies, Procedures and ethos of the CAB Service
* To undertake any training required in order to become an approved lay representative for the purposes of repossession proceedings in terms of the Home Owner and Debtor Protection (Scotland) Act 2010

**Other duties and responsibilities**

* Have responsibility to uphold the Aims and Principles of the CAB service and its equal opportunities policies.
* Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
* To fulfil all of the conditions of our funding contract with the Scottish Legal Aid Board
* To carry out any other reasonable tasks as required by the operational and strategic managers or board of directors

**Person Specification**



|  |  |
| --- | --- |
|  | **COMPETENCIES** |
| **QUALIFICATIONS** | * Applicant should have a degree in law or have equivalent qualifications * Current full driving licence |
| **EXPERIENCE** | * Experience in provision of Scottish Legal Advice * Experience of delivering advice in issues relating to: housing, debt, employment and welfare benefits * Experience of Project Management * Experience of representing service users in court * Experience of negotiating on behalf of service users in court * Experience of working in a CAB or similar organisation |
| **SKILLS AND ATTRIBUTES** | * Excellent written and oral communications skills * Ability to conduct detailed negotiations * Ability to plan and organise own work * Project management * Computer proficient * Skilled in report writing * Collating statistics timeously for reporting on quality assurance to SLAB, WICAS and other relevant organisations * Able to work to budget * Ability to work under pressure * Keen analytical skills * Ability to manage change and development. * Legal knowledge of completing court related documents pertaining to all aspects of this post |
| **VALUES AND ATTITUDES** | * Commitment to team working approach * Proven ability of working as part of a team * Experience of implementing Equal Opportunities Policies and practices * Commitment to CAB Aims and Principles including Social Policy work. |
| **KNOWLEDGE** | * Understanding of the impact of the third sector in the Western Isles community * Knowledge of Scottish tribunal, court, local authority appeals and other legal proceedings relevant to the Project. |
| **OTHER** | * Ability to work with the media. |

**Application Form**



To apply for this role, please complete this application form and send it to

Lynda MacLean

Operations Manager

Western Isles Citizens Advice Service

Liniclate

Isle of Benbecula

HS7 5PJ

Or by email to

[Lynda.MacLean@uistcab.casonline.org.uk](mailto:Lynda.MacLean@uistcab.casonline.org.uk)

In order for your application to be considered, please ensure you complete all sections of this form. Please do not send in your CV as we will only consider your completed application form.

**Sections**

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# Candidate Details

Please complete your details below:

|  |  |
| --- | --- |
| Title |  |
| Full name |  |
| Previous name(s) if applicable (please include dates) |  |
| Address |  |
| Email address |  |
| Contact telephone number |  |
| Role applied for | Legal Advisor |
| Where did you see the job advertised? |  |

# General Data Protection Regulation

The Western Isles Citizens Advice Service is aware of its obligations under the General Data Protection Regulation (GDPR) and is committed to processing your data securely and transparently. Our Privacy Notice for Job Applicants sets out, in line with GDPR, the types of data that we collect and hold on you as a job applicant, how we use that information, how long we keep it for and other relevant information about your data. A copy of the privacy notice for job applicants can be found attached. It is important that you read this notice so that you are aware of how and why we are using your data. Please check the box below to confirm that you have done so.

**I confirm that I have read, understood and agree to the Privacy Notice for Job Applicants.**

# References

Any offers of employment with The Western Isles Citizens Advice Service are conditional upon receipt of satisfactory references. Please provide below the names and contact details of at least two referees **covering your last 5 years of employment** (include additional boxes if necessary).

If you have been in full-time education during this time, please provide details of where an academic reference can be obtained.

For each reference, please detail the following information:

**Referee 1**

|  |  |
| --- | --- |
| **Name of referee** |  |
| **Job title of referee** |  |
| **Organisation** |  |
| **Address** |  |
| **Email Address** |  |
| **Contact Telephone Number** |  |
| **Dates employed** |  |

**Referee 2**

|  |  |
| --- | --- |
| **Name of referee** |  |
| **Job title of referee** |  |
| **Organisation** |  |
| **Address** |  |
| **Email Address** |  |
| **Contact Telephone Number** |  |
| **Dates employed** |  |

Please note that we will not contact any referees until an offer of employment has been made and your authorisation has been obtained.

# Right to Work in the United Kingdom

All employees must be able to demonstrate that they are legally entitled to work in the United Kingdom.

In order to apply for employment with the Western Isles Citizens Advice Service, you must declare that you have the right to work in the United Kingdom and that, if successful, you will be able to provide the necessary documentation (typically a passport or a birth certificate, together with your National Insurance Number).

By completing this application form, you are declaring that you are legally entitled to work in the United Kingdom.

**Please state below, by selecting the statement that applies to you, if there are any restrictions or limitations on your legal right to work in the United Kingdom.**

|  |  |
| --- | --- |
|  | I confirm that I have the right to work in the United Kingdom without restriction. |
|  | I confirm that I have the right to work in the United Kingdom until \_\_\_\_\_\_\_\_\_\_\_ and I hold the appropriate Visa documentation to confirm this right. I have no restrictions or limitations on my Visa. |
|  | I confirm that I have the right to work in the United Kingdom until \_\_\_\_\_\_\_\_\_\_\_ and I hold the appropriate Visa documentation to confirm this right. I am restricted to (please detail any restrictions or limitations on working in the UK):  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

# Employment History

Please give details of your employment (paid or unpaid) starting with your present/most recent employer and working backwards. Please explain any employment breaks.

**Present or most recent employer:**

|  |  |
| --- | --- |
| Name, full address & telephone number of employer |  |
| Job title |  |
| Dates employed: from (MM/YY) to (MM/YY) |  |
| Final salary |  |
| Notice period (if applicable) |  |
| Reason for leaving |  |

Please give a brief outline of your main responsibilities and achievements:

**Previous employers: Continue on separate sheet and include additional boxes if necessary**

|  |  |
| --- | --- |
| Name, full address & telephone number of employer |  |
| Job title |  |
| Dates employed: from (MM/YY) to (MM/YY) |  |
| Notice period (if applicable) |  |
| Reason for leaving |  |

Please give a brief outline of your main responsibilities and achievements:

|  |  |
| --- | --- |
| Name, full address & telephone number of employer |  |
| Job title |  |
| Dates employed: from (MM/YY) to (MM/YY) |  |
| Notice period (if applicable) |  |
| Reason for leaving |  |

Please give a brief outline of your main responsibilities and achievements:

If you have had any breaks in your employment (for example family commitments, travel and periods of unemployment) please give the dates to and from and a full explanation.

|  |  |
| --- | --- |
| **Dates** | **Reason for break** |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |

# Qualifications

Please give details of your qualifications below, beginning with the most recent.

**Education:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Dates** | **Institution name** | **Qualification** | **Grade** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

**Membership of professional bodies:**

|  |  |  |
| --- | --- | --- |
| **Date joined** | **Professional body** | **Category of membership** |
|  |  |  |
|  |  |  |
|  |  |  |

**Additional qualifications:**

|  |  |  |
| --- | --- | --- |
| **Date completed** | **Course** | **Brief description** |
|  |  |  |
|  |  |  |
|  |  |  |

# Written statement

In this section we would like you to give your reasons for applying for this post. Bearing in mind the job description, please provide examples demonstrating what experience, skills and qualities you would bring to this job. Your statement should not be longer than one page.

# Declaration

I confirm that the information given on this form is, to the best of my knowledge, true and complete. I understand that any deliberate attempt to provide false information to obtain employment is a serious misrepresentation and will lead to rejection, or if employed, dismissal and is likely to constitute a criminal offence.

Signed:

Date:

Print name: