06/05/2024

Dear Applicant

# Post of Bureau Triage Assistant

Thank you for your enquiry about the above post.

You will find enclosed an application form together with a job description, person specification, opportunities monitoring form and equal opportunities statement. There is also some background information about the Bureau.

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

Interviews will be held w/c 27 May 2024. If you have not received an invitation by 24 May then unfortunately you have not been selected on this occasion.

In the interest of public safety, the successful applicant for this post will be asked to disclose criminal history information.

We regret that we are unable to acknowledge receipt of completed application forms unless specifically requested.

We look forward to receiving your application by the closing date of 17 May 2024.

Yours sincerely



Claire Christie

**Director**

Enc. Background Information, Job Description, Person Specification and Application Form

**Information to applicants**

Citizens Advice Bureaux are the major providers of holistic information, advice and assistance, operating from 205 service points that cover Scotland from the islands to the City Centres.

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

These local offices are wholly independent and receive funding from their respective local Councils in the form of annual grants. Bureaux are autonomous bodies under the control of a local Board of Directors. These consist of representatives of local statutory and voluntary agencies, elected members of the public, and staff representatives.

All Bureaux are members of Citizens Advice Scotland (the Scottish Association of CABx), and as such must meet specific conditions of membership related to standards of service and other matters. The Association receives financial support from central government through the Department of Trade and Industry.

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.

All CAB posts demand a high level of commitment and will involve a flexible approach to working. No overtime payments are made, but time off in lieu is given. Expenses are reimbursed for travel related to approved duties.

Notes for applicants on completing the application form

* The form should be completed and returned digitally, where possible.
* Please do not send in your CV.
* One of your referees should be your present or most recent employer. If you have not been employed or have been out of employment for a long time, please give the name of someone who knows you sufficiently well to confirm the information you have given and to comment on your ability to do the job. This should not be a relative or purely personal friend.
* The enclosed person specification lists the requirements for this post. When shortlisting for interview the selection panel will only consider the information contained in your application form and will assess this against the person specification.
* The selection panel cannot make assumptions about the nature of the work you have done or your experience from a list of job titles. It is therefore important that you use the space provided to demonstrate how you meet the requirements. Paid and voluntary work are not the only experiences worth quoting. Other life experiences and skills may be just as valid.
* If you are shortlisted for interview, the selection panel will ask you questions based on the job description, which will cover the areas in more detail.