



Halton

Vacancy Information Pack

Enterprise Hub Skills Keyworker



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Dear Applicant

Thank you for expressing an interest in our vacant Enterprise Hub Skills Keyworker post.

Citizens Advice Halton is seeking to appoint a **full time Enterprise Hub Skills Keyworker** to join our service delivery team. Citizens Advice Halton has two main offices in Widnes and Runcorn¹. You will be required to work at both of these offices and at outreach locations. ¹*The Runcorn office is currently closed and will be relocated.*

Please note that this post is initially funded to June 2023.

Before completing the application form, please make sure you fully read the following pages:

	Page
Summary Terms and Conditions of the post	3
Job Description	3
Person specification	5
Background information about our services	6-7
Notes for completing the Application Form	8

When assessing applications for the Enterprise Hub Skills Keyworker post we will expect you to meet the Person Specification and Job Description.

The deadline for submitting a completed application form and the diversity monitoring form is;

Closing Date:

12 noon, Monday 16th August 2021

In the first instance **all** completed application forms (**CV's will not be accepted**) should be returned to;

**Citizens Advice Halton, (Widnes Office)
Unit 3 Victoria Building, Lugsdale Road, Widnes, WA8 6DJ
Email: jobs@citizensadvicehalton.org.uk**

We plan to shortlist immediately and the interviews will take place within 2 weeks of the closing date. We are unable to acknowledge receipt of applications. We are unable to provide feedback on applications.

Summary Terms and Conditions of post

Job Title:	Project Keyworker - Enterprise Hub Skills
Reporting to:	Service Manager
Type of Contract:	Funded to June 2023
Salary:	£22,020 [+ up to 4% pension] (Starting salary dependent on skills and experience)
Hours of Work:	35 hours per week (Full time) 25 days annual leave FTE + bank holidays

Job Description

Context of role: You will be a member of the Employability and Skills Team at Citizens Advice Halton. As such you will be required to work from any Citizens Advice Halton outlet and outreach venue and report to your line manager.

Role purpose:

Enterprise Hub Skills is a programme of entrepreneurial training, learning and development for Liverpool City Region residents who are thinking about starting their own business, who are self-employed, working or volunteering within or running small businesses. The post holder will

- Provide one to one advice and support to those who are in employment / self-employment to help them develop their entrepreneurial skills, knowledge and confidence.
- Deliver personal and business financial capabilities advice and training.
- Network widely, including with small business owners, to promote the project.

Key work areas and tasks: Below is a list of the key areas of work the post-holder will be expected to perform and examples of what tasks are involved in those areas. The list of tasks is not exhaustive.

1 Working with Participants

- Work with participants to assess their needs and agree tailored action plans.
- Design and deliver financial capability related training and support activities for participants including financial planning to support potential business start-up.
- Support participants to access training and education programmes to suit their needs.
- Research and identify other relevant support programmes, and/or education and training opportunities that project participants may benefit from.

- Maintain registration, activity, and leaver records, evaluations, and evidence of results.
- Proactively network with local SMEs across the Liverpool City Region to raise awareness of the project, and to maximise participant recruitment to the project.
- Ensure the strategic and operational goals of the Enterprise Hub Skills project are achieved and contribute to the wider strategic goals of Citizens Advice Halton.

2 Administration

- Maintain registration, activity, and leaver records, evaluations, and evidence of results.
- Provide statistical information on the number of clients and nature of cases.
- Be proactively involved in promotional and engagement activities to maximise take up of Citizens Advice Halton's services

3 Other Duties and Responsibilities

- Uphold the aims and principles of the Citizens Advice service and its equal opportunities policies.
- Maintain effective and efficient administration systems for the delivery of the project.
- Participate fully in the life of Citizens Advice Halton, attending staff meetings, internal planning events etc. as agreed with line manager.
- Support other work as required (e.g. providing referrals for advice appointments).
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
- Carry out any other appropriate tasks requested by the manager, to ensure the effective delivery and development of the service.

Person Specification

Essential Requirements:

1. Understanding of theory and principles of adult learning and development.
2. A basic understanding of challenges and barriers to business start-up.
3. Ability to sensitively empower and engage with adults who have had poor experiences of formal education.
4. Experience of client focused advice, guidance and employability support
5. A basic knowledge of personal and business finance issues.
6. Understanding of and commitment to the aims and principles of the Citizens Advice service and its equal opportunities policies.
7. A willingness to learn, develop and reflect on practice.
8. Excellent interpersonal skills, including the ability to relate and work with a large variety of different people.
9. Ability to monitor and maintain own standards.
10. An ability and willingness to work both on own initiative and as part of a team.
11. Ability to self-motivate and organise a diverse workload.
12. Numerate and literate to the level required by the tasks.
13. Effective written and oral communication skills.
14. Ability to use IT applications to record statistics, produce documents and training materials and keep accurate project records.

Background Information

Citizens Advice Halton provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. We value diversity, promote equality and challenge discrimination.

We aim:

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

Our advice is free, independent, impartial and confidential. The Service is non-judgmental, offering assistance as appropriate to all callers. We aim to be equally accessible to everyone who seeks or needs our help, regardless of age, race, religion, gender, HIV status, disability, sexuality or other form of discrimination. All our advice workers, whether paid or volunteer, are professionally trained to provide an accurate, quality service and to be supportive to clients.

How the service operates:

Citizens Advice Halton deals with over 15,000 enquiries a year, giving detailed information, advice and support to people on every subject. The majority of problems concern welfare benefits (37%) and debt (40%), followed by employment and housing law. Citizens Advice Halton has offices in Widnes and Runcorn.

For more information about the work of the Citizens Advice service please visit the following website; www.citizensadvice.org.uk

Overview of Citizens Advice

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.

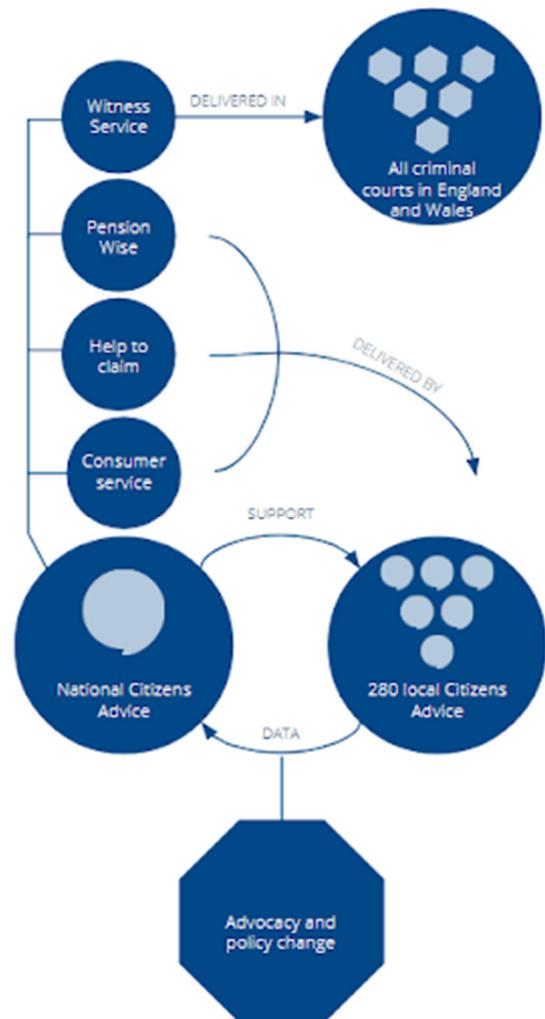
This network of independent charities, deliver services from

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

They do this with:

- 6,500 local staff
- over 23,000 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live.



GUIDANCE NOTES FOR APPLICANTS ON COMPLETING THE APPLICATION FORM

- The form should ideally be typed (or at the very least completed in black ink or black ballpoint pen). This will make it easier for photocopying purposes. **Please do not send in your CV**, it will not be considered if you do.
- 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 minimum requirements for this post. When shortlisting for interview the selection panel will only consider the information contained in your application form.
- 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 person specification and job description which will cover the areas in more detail.
- In accordance with Citizens Advice national policy, for some posts we will ask the successful candidate to be screened by the a Disclosure and Barring Service . However a criminal record will not necessarily be a bar to your being able to take up the job.
- If you have not been invited to interview within 2 weeks of the closing date you can assume that your application has not been successful on this occasion.

Citizens Advice Halton

Unit 3, Victoria Building, Lugsdale Road, Widnes, WA8 6DJ

Tel: 0151 257 2443

Email jobs@citizensadvicehalton.org.uk

www.haltoncab.org.uk