

**Person Specification:  
Employment Law Caseworker**

**Essential Criteria**

1	<b>Practical Commitment and Understanding of Citizens Advice Values</b> <ul style="list-style-type: none"><li>● The ability to commit to, and work within, the aims, principles and policies of the Citizens Advice service</li><li>● Demonstrate an understanding of social trends and their implications for clients and service provision</li><li>● Understand how the advice needs of many clients can be addressed using digital means (e.g. telephone, webchat, email)</li><li>● Demonstrate through behaviour an understanding and embodiment of our organisation's values, the 4Cs: Connect, Change, Compassionate and Committed</li></ul>
2	<b>Experience</b> <ul style="list-style-type: none"><li>● Demonstrable experience providing employment law advice or relevant legal casework</li><li>● Good working knowledge of employment law processes including disciplinary procedures, grievances, dismissal and tribunal processes</li><li>● Experience of managing a caseload and working to deadlines and targets</li><li>● Experience negotiating or advocating on behalf of clients</li><li>● Proven ability to deal with sensitive issues and competing demands with professional judgement, tact and diplomacy</li><li>● Ability to assess complex client issues and identify appropriate legal or practical solutions</li><li>● Ability to support clients through formal employment processes</li><li>● Ability to manage sensitive or distressing client situations professionally</li><li>● Ability to assess risk, urgency and client vulnerability</li><li>● Experience negotiating or advocating on behalf of clients</li></ul>
3	<b>Planning and Organisation Skills</b> <ul style="list-style-type: none"><li>● Ability to work independently and meet deadlines</li><li>● Ability to manage competing casework priorities</li><li>● Ability to follow organisational procedures and quality frameworks</li></ul>
4	<b>Accurate Written Communication Skills</b> <ul style="list-style-type: none"><li>● The ability to work methodically within defined systems and to maintain accurate written and statistical records, where required</li><li>● Strong written skills including drafting professional correspondence and case documentation</li></ul>
5	<b>Excellent Verbal and Communication Skills</b> <ul style="list-style-type: none"><li>● Strong interpersonal skills with the ability to deal with people at all levels appropriately</li><li>● Ability to communicate complex legal information clearly and effectively</li><li>● Strong face to face and telephone communication skills – active listening and influencing skills, including the ability to deal appropriately with a range of people</li><li>● Be able to demonstrate effective liaison and networking with statutory, voluntary and private sector organisations, in dealing with client cases and as a representative of an organisation</li></ul>
6	<b>Experience of Working Effectively with Teams</b>

	<ul style="list-style-type: none"><li>Ability to create a positive working environment in which equality and diversity are well managed, dignity at work is upheld and staff are empowered and motivated to do their best</li></ul>
7	<b>Commitment to Learning and Development of Self and Others</b> <ul style="list-style-type: none"><li>Demonstrates an ongoing and proactive commitment to own learning and personal development to meet the needs of their role</li><li>The ability to give and receive feedback objectively and a willingness to challenge professionally and constructively</li><li>To be solution focused and learn from mistakes</li><li>Ability to maintain up-to-date legal knowledge</li></ul>
8	<b>IT and Technological Skills</b> <ul style="list-style-type: none"><li>Ability to use case management systems and digital advice resources effectively</li><li>Competent use of word processing and email systems</li><li>Ability to adapt to new digital platforms and technologies</li></ul>
9	<b>Judgement and Decision Making</b> <ul style="list-style-type: none"><li>To be self-sufficient and able to work autonomously and to make decisions in the best interests of the clients and/or organisation within professional boundaries</li><li>Ability to recognise when escalation is required</li><li>Ability to analyse complex information and identify appropriate client outcomes</li></ul>
10	<b>Quality</b> <ul style="list-style-type: none"><li>Understanding of and ability to deliver an excellent customer-orientated advice service</li><li>Work to the required standard as defined by Citizens Advice Performance Quality Framework and contract outcomes</li><li>Ability to maintain accurate and timely case records</li></ul>
11	<b>Flexibility</b> <ul style="list-style-type: none"><li>Ability to work flexibly including occasional out-of-hours sessions if required</li><li>Flexible approach to your place of work in order to meet the needs of the organisation and provide cover where relevant</li></ul>
12	<b>Other</b> <ul style="list-style-type: none"><li>Willingness and ability to travel; access to own transport or the ability to move around the Black Country</li></ul>
<b>Desirable Criteria</b> <ul style="list-style-type: none"><li>Experience in a Citizens Advice service</li><li>Experience preparing or supporting Employment Tribunal claims</li><li>Experience of social policy and campaign work</li><li>Bilingual skills in a community language</li></ul>	