citizens advice Dudley & Wolverhampton

# WE'RE HIRING!



We are looking for people who are committed, compassionate and motivated to deliver excellent services that make a real difference to our local communities.

## Information for Candidates

**Citizens Advice Dudley & Wolverhampton** are delighted that you are considering a career opportunity with our organisation.

The following information will guide you through our recruitment process and provide insight into who we are, what we do, and what matters most to us. Our goal is to ensure a smooth and informative experience for all candidates.

For any questions or to submit your CV and person specification response form , please email:
human.resources@dudleycabx.org

**Apply Now**

# ABOUT US

Our strategic direction aligns with the wider Citizens Advice Living Strategy and is supported by our purpose and missions.



## Our Purpose

We exist to shape a society where people face far fewer problems. Our national charity and network of local charities are united by this common purpose.

We're driven by our ambition to make things better for people, individually and collectively.

We're driven by the power of good advice, to help people solve their problems, and we're driven to change the underlying causes of problems, through our work with governments and other organisations.

## Our Missions

Provide advice fit for the future. we'll be there for people when they need us in the ways that help make the biggest impact.

Close the gap, we'll end the disparities in access and experience for marginalised people

Take early action – we'll prevent more people reaching crisis by addressing problems earlier

# OUR VALUES




The 4C's, our values are embedded across our work, from recruitment to daily operations. They guide how we support our clients and each other.

**Connect**

Working closely together to deliver for our community
Sharing what we know to help others
Building trusted relationships and keeping our promises

**Change**

Being excited to try new things, take risks & learn from our experiences.
Identifying opportunities and suggesting improvements
Responding to the challenges we face with courage and optimism

**Compassionate**

Celebrating our uniqueness and harnessing our collective strength for good
Actively helping one another, whatever the problem
Listen and act with empathy

**Committed**

We are committed to:
Showing a "We Can" attitude
Being the best version of ourselves
Doing the right thing, in the right way, at the right time

# OUR IMPACT



The below data from 2025/26 tells the story of how many clients we helped, the support we delivered, and the difference we made.

We supported **16,867** people in total across Dudley and Wolverhampton.
We resolved **50,396** separate advice issues for the **9,910** clients, demonstrating the likelihood for clients to come through to our service with multiple needs.

We also supported a further **767** clients in non advice, information and guidance.

**£11,426,105** of income gained for clients

Protected **1,245** clients from being made homeless

**£1,010,885** of debt addressed

**Our Contact Centre responded to:**
We answered calls from **7,006 clients in 2025-26 with 75.8%** of the calls answered being unique callers
We assisted with **2,264** email enquiries, with 23% of clients accessing us using our email services

**Research and Campaigns:**
We submitted **611** evidence forms to National Citizens Advice on a wide range of topics on behalf of our clients to help influence decision makers on issues that affect our clients.

# WHAT WE CAN OFFER YOU

At our organisation, people come first. We're proud to foster a diverse and inclusive workplace where everyone is encouraged to bring their authentic self to work every day. We believe that when people feel valued, respected, and supported, they do their best work and that benefits everyone.




**Work–life balance matters to us**

That's why we offer flexible working hours to help you balance your professional and personal commitments. Depending on the role, we also provide a hybrid working model, allowing you to work from home for part of your week.

**Your wellbeing is a priority**

We actively support the health and wellbeing of our employees through our dedicated Health and Wellbeing Policy, recognising that wellness is key to long-term success. You'll also have access to our Employee Assistance Programme, offering confidential support whenever life throws up challenges.

**We invest in your growth**

Continuous professional development is at the heart of our culture. We encourage and support employees to pursue learning and career-building opportunities, backed by thorough supervision and a supportive appraisal process that helps you reflect on your progress, build on your strengths, and shape your future with the organisation.

**Your voice matters here**

Collaboration is important, we actively seek input and feedback from employees on workplace decisions, because they bring invaluable insight into how we can improve our services, processes, and working environment. We run regular  workshops and leadership Question & Answer sessions, giving you direct opportunities to share ideas, raise concerns, and help shape decisions.

**Generous leave and Pension Scheme**

23 days' annual leave per year, rising by 1 day each year up to 5 years (pro rata for p/t staff)
Plus 8 bank holidays and 5 concessionary days
Employer Contributory Pension Scheme (5%)

# HOW TO APPLY

We’re delighted that you’re interested in joining our organisation. Our recruitment process is designed to be fair, transparent, and supportive, giving all candidates the opportunity to show how their skills and experience match the role.




1

**Review the Role**

Carefully read the Job Description and Personal Specification to understand the responsibilities, skills, and experience required. This will help you decide if the role is right for you.

**How to Apply**

Visit: https://www.citizensadvicedudley.org/vacancies to download the recruitment pack and review the job description, person specification and person specification response form for the role you are interested in.

2

Please submit your CV together with the separate completed person specification response form.

- Please ensure your CV is up to date and includes your current contact details so that we can get in touch with you regarding your application.
- Instead of submitting a separate personal statement, please complete the Personal Specification Response Form provided. Within the form, please respond to each essential requirement and enter your responses in the sections marked ‘Candidate Answer’. Failure to complete all required sections may mean that we are unable to progress your application

For any questions or to submit your CV and Personal Specification Response Form, please email: human.resources@dudleycabx.org

If you require any information in an alternative format, please let us know, we’re happy to help.
Closing Date: Monday 21st December at 9am

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**Complete the Diversity Monitoring Form** :
**Form Link: Diversity Monitoring Form**

◇ Completing this form is voluntary
◇ It is separate from the selection process
◇ Hiring managers cannot see individual responses
◇ Data is used only for monitoring and reporting
◇ Your information will be stored securely and will not be shared outside the service
◇ It will not be used as part of the selection process and cannot be linked to your application.

# SELECTION PROCESS



Thank you for submitting your application!
Now that we've received your application, you're probably wondering what happens next. Once the application period closes, our recruitment team carefully reviews all submissions. Shortlisted candidates will then be asked to complete a short application form as part of the ongoing selection process. The form is only required from candidates being considered further, and the timing may vary depending on the recruitment stage.

**Interview Process:** Depending on the role, you may be asked to attend the below interviews.

**Phone/Virtual Interview:** This initial chat will be conducted to discuss your background, experience, and interest in the role. It's a great opportunity for us to learn more about you and for you to ask any preliminary questions.

**In-Person Interview:** Shortlisted candidates will be invited for a more in-depth interview. This may include carousel interviews, where you meet with multiple leadership team members to get a comprehensive view of the role and the team dynamics.

**Skill Assessment:** Depending on the role, you may be required to complete a skill assessment. This helps us evaluate your technical abilities and suitability for the position.

**Final Selection:** After the interview process, the recruitment team will assess all candidates and make a final decision. All shortlisted candidates will be notified of our decision, whether successful or not, within 5 working days
of the conclusion of all interviews.

**References:** We will contact your provided references to verify your previous experience.
**Offer:** Successful candidates will receive an offer letter detailing the terms of employment.

**Please Note:** Due to the anticipated high volume of applications received, we regret that we will only be able to
respond to shortlisted candidates.

**Thank you for considering a career with Citizens Advice Dudley and Wolverhampton. We**
**We look forward to getting to know you better and exploring how you can be a part of our team.**