

**citizens
advice**

Liverpool

Citizens Advice Liverpool Recruitment Pack

Join our team and help people find a way forward



October 2026

www.citizensadvice.liverpool.org.uk

Welcome to Citizens Advice Liverpool



As the CEO of Citizens Advice Liverpool, I am excited to introduce you to our incredible organisation and the fulfilling opportunities that await you here.

At Citizens Advice Liverpool, we believe that our team members are the driving force behind our goal to provide free, impartial, and confidential advice to individuals in need. Your interest in joining our team demonstrates that you want to have a positive impact on the lives of others, and that aligns perfectly with our values.

We understand that finding the right career opportunity is not just about the job itself but also about being part of a supportive and inclusive work environment. Citizens Advice Liverpool is a place where your skills, ideas, and unique perspectives will be valued and nurtured. We are committed to fostering a collaborative culture that encourages personal and professional growth, and we believe in investing in our employees' development.

As a potential member of our team, you would have the opportunity to work alongside a group of dedicated professionals who share a common purpose and a passionate about making a difference. Together, we can create positive change and empower for those in our community to overcome challenges and build better futures.

Our recruitment process is designed to identify individuals who not only possess the necessary skills or experience but also align with our values and have a genuine desire to contribute to our mission. We look forward to reviewing your application and hearing about how your experience and passion make you a strong candidate for this role.

Once again, thank you for your interest in joining Citizens Advice Liverpool. We appreciate your commitment to making a difference, and we are excited to explore the potential of working together to serve our community.

Heather Jessop, Chief Executive Officer, Citizens Advice Liverpool

**"Our people are the driving force behind
the difference we make every day."**

Our vision, purpose and intentions

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Our mission

Improving lives by providing free, accessible, and trusted advice to break down barriers, challenge injustice, and fight for a fairer, more inclusive community where everyone has a chance to thrive.

Our work is focused on playing four roles:

Role 01:



Liverpool's leading provider of free and independent advice.

Role 02:



A key partner in the city in tackling poverty and inequality.

Role 03:



An expert on how people and communities are affected by policies.

Role 04:



An independent and long standing local charity.



Our vision

Striving for a society free from poverty and injustice, where everyone has access to advice, support, and guidance, enabling them to live with dignity, fairness, and equity.

We are one service.



Our core generalist advice service is the foundation to our advice. We help people address problems with benefits, debt, housing, employment and other issues before they escalate into crisis. This core service acts as the gateway to many of our specialist projects and remains central to our mission of helping people find a way forward.

Core value 01:

Quality

We are committed to delivering a quality service and working to best practice standards in all aspects of our work.



Core value 02:

Responsive

We are a flexible organisation that will listen and learn from the experience of our clients and communities and respond to new needs and expectations.



Core value 03:

Accountability

We will work in ways which are open and transparent. We will regularly account for and report on our work to show how we are meeting our purpose and aims.



Core value 04:

Creativity

We are open to new ideas and ways of improving our work. We will encourage learning and feedback to encourage innovation.



Core value 05:

Fairness

We will treat all of our staff, volunteers, partners and clients with respect, fairness and humanity. We will go the extra mile for people.

About Citizens Advice Liverpool

Citizens Advice Liverpool has been supporting local people since the aftermath of the First World War. Over a century later, our mission remains the same: helping people find a way forward through life's challenges.

We are **Liverpool's People's Champion for advice**: independent, trusted and firmly on the side of local people. We help people understand their options, secure their rights and regain stability across issues including benefits, debt, housing, employment, energy, immigration and health. Because problems rarely happen in isolation, we look at the whole picture and connect people with the right support.

**100+ Years**

Supporting Liverpool

**34,000+**

People helped

**144,000+**

Issues addressed



Local roots. National strength.

We're an independent local charity, proudly serving Liverpool's communities. At the same time, we're part of the wider Citizens Advice network of around 300 organisations across England and Wales. This means we combine local knowledge and community connections with the trusted information, quality standards and expertise of one of the UK's most recognised advice services.

Last year our advice helped secure **£24.6million** for local people, including **£19.4million** in ongoing awards and support



Making a difference every day

People come to us when they're facing some of the toughest moments in their lives. Whether it's struggling with debt, housing issues, benefits, employment problems, energy costs or access to essential support, we're here to help.

We don't just solve individual problems. We use what we learn from thousands of client experiences to influence local and national decision-makers, helping create fairer policies and better systems for everyone.



Top enquiry areas in 2025/26

- Universal Credit
- Personal Independence Payment
- Energy Costs
- Local Welfare Support
- Food Support

Why work for us?

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Benefits



27 days annual
leave plus bank
holidays



Hybrid working
scheme



Pension scheme



Employee
Assistance
Programme



Enhanced maternity,
pregnancy and
adoption pay



Learning and
development
opportunities



Discounted onsite
JDGym membership
(10% off)



Cycle to Work
Scheme



Interest-free travel
loans

Why work for us?

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Our people make the difference.

Every member of our team plays a part in helping local people through some of life's toughest challenges. Whether you're giving advice directly, supporting colleagues behind the scenes or helping improve our services, your work will make a real difference to people across Liverpool.



Why people choose Citizens Advice Liverpool

- Meaningful work that makes a real difference
- Friendly and supportive teams
- Opportunities to learn and develop
- Flexible and hybrid working
- A team that values different perspectives and ideas
- The chance to help shape better outcomes for local people



Recognised for supporting our people

We're proud to be:

- Workplace Wellbeing Charter Accredited
- Fair Employment Charter Accredited
- Disability Confident Employer
- Real Living Wage Employer



A workplace where everyone belongs

We want our team to reflect the diverse communities we serve. We celebrate difference, promote equality and actively challenge discrimination. Our goal is to create an inclusive workplace where everyone feels they belong, can be themselves and has the opportunity to develop, contribute and thrive.



Whether you're an experienced professional or taking the next step in your career, you'll be joining a friendly, passionate team committed to making a difference across Liverpool.

If you're looking for meaningful work, opportunities to grow and a workplace where your contribution matters, we'd love to hear from you.

Welcome to our workspace – Liverpool Innovation Park

Our Liverpool Innovation Park Head Office gives paid staff and volunteers a comfortable, modern base with great facilities and space to work together.



Modern Office Facilities

Bright, accessible, well-equipped offices with meeting rooms, collaborative spaces, quiet areas, reflection/prayer room and reliable technology.



Green Space

Enjoy access to gardens and outdoor seating areas, perfect for lunch breaks, informal meetings, getting some fresh air during the day and our social events.



Parking

Free on-site parking, including accessible parking spaces, is available for staff and visitors.



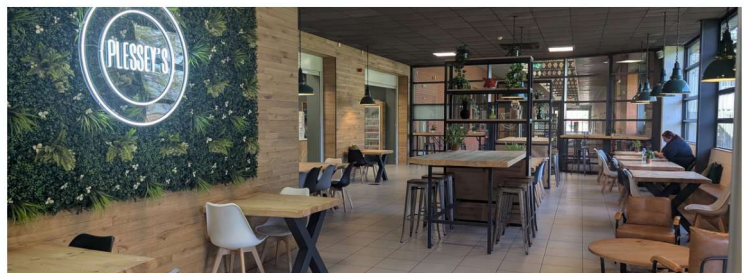
Cycle Park

Secure cycle storage, showers and changing facilities make it easier to travel actively to work.



On Site Gym

Staff can access a 10% discount at JD Gyms, located on-site and packed with modern fitness facilities.



On Site Cafe

Plessey's, the on-site cafe, provides a variety of food and drink options throughout the day.

Our clients

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We're proud to support people in times that matter most.

“

“You have literally saved my life... you have gone above and beyond”

“

“I can't thank you enough, I can't express how grateful we are that you came into our lives, and the support you have given. Thank you so much for the kindness and care, and all your hard work”

“

“The lady who I spoke to on the telephone was kind and courteous and really put me at ease. She even understood the tears.”

“

“I think I had the best service!”

“

“Very grateful Citizens Advice is there to help and advise, especially for complicated situations or circumstances.”

“

“I would not have got through the most frightening time without you and your team”

“

“I felt completely overwhelmed by everything that was going on. I was worried about money, struggling with debt and trying to care for my children while dealing with my own health problems. Having someone who could explain things, help me understand my options and support me through the process took a huge weight off my shoulders. I don't know how I would have managed without the help”

Guidance to assist with completing your application

It is essential that you carefully read the job description and person specification to be able to show us how your skills and experience will ensure you succeed in this role.

Disability

Please let us know if you require any adjustments to be made to the application process or would like to provide any information you wish us to take into account when we are considering your application. If you are selected for interview, we will ask you to let us know if you have any access needs or may require reasonable adjustments to the interview or assessment (if applicable) at that stage. Please be assured that we will be supportive in discussing reasonable adjustments with you at any stage of the recruitment and selection process.

Entitlement to work in the UK

A job offer will be subject to confirmation that you are permitted to work in the UK in accordance with the provisions of the Asylum and Immigration Act 1996. You will be asked to provide evidence of your entitlement to work in the UK if you are successful and an offer of employment is made. Please note that Citizens Advice Liverpool does not hold a sponsor licence and, therefore, cannot issue certificates of sponsorship under the points-based system.

Information, experience, knowledge, skills and abilities

This is a key section of the application form that allows you to provide evidence of your experience, knowledge, skills, and abilities that are relevant to the role as described in the role profile. Selection is based on an assessment of the evidence you provide against the requirements of the role. It is important that you clearly answer the questions we have asked you in the form. No assumptions will be made about your achievements and abilities.

A useful guide when answering the application questions might be S.T.A.R:

Specific – give a specific example

Task – briefly describe the task/objective/problem

Action – tell us what you did

Results – describe what results were achieved

Please provide recent work examples wherever possible. However, do remember that relevant examples from other aspects of your life, for example: voluntary unpaid work, school or college work, family or home responsibilities, can also be given.

Guidance to assist with completing your application

Shortlisting outcomes

Shortlisted applicants will be invited for an interview. Some positions may require additional assessments (practical task/test or assessment). If this is the case, you will have received details with the application pack - further details will be provided if you are shortlisted.

References

All job offers are subject to the receipt of two satisfactory references: One should be from your current or most recent employer or line manager (if you are employed through an agency), or your course tutor if you have just left full time education. The other should be someone who knows you in a work related, voluntary or academic capacity. Both referees should be able to comment on your suitability for the role. References will only be taken up for successful candidates following interview.

Criminal Convictions

Anyone who applies to work within Citizens Advice Liverpool will be asked to disclose details of unspent convictions during the recruitment process. Having a criminal record will not necessarily bar you from working for Citizens Advice Liverpool – much will depend on the type of job you have applied for and the background and circumstances of your offence. However, we are not able to employ anyone with a conviction for a sexual offence against a child or vulnerable adult, regardless of when the offence took place. All other convictions will be considered on an individual basis. Disclosure and Barring Service (DBS) disclosures are only requested where proportionate and relevant to the post concerned. If the post for which you are applying for requires a DBS disclosure, this will be noted in the application pack.

How to apply

Applications should consist of:

- Citizens Advice Liverpool application form completed - written application covering your personal details, information and experience.
- A Diversity and Monitoring form completed online [here](#).

Our recruitment process



Interview: Shortlisted candidates will be invited for an interview. This may be in person or online.



Skill Assessment: Depending on the role, you may be required to complete a skill assessment during interview. 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 unless told otherwise.



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.



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