

Information for Job Applicants

1. Background information on the Citizens Advice Service
2. Equality and Diversity policies and information
3. Completing your application form

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1. Background Notes on the CAB Service

The Citizens Advice Brent (CAB) service works to fulfil two aims:

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

The Citizens Advice service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination.

All advice workers, whether paid or volunteer, are professionally trained to provide an accurate, quality service and to be supportive to clients.

The CAB service works to:

inform people about the law and how it affects them; about their rights and responsibilities; and about how they may be able to satisfy their needs

advise people on the options available to them and on the potential consequences of different courses of action

support people as they consider and decide what to do, listening to their concerns and helping them move forward

assist people in pursuing their chosen course of action by negotiation, representation and referral to other sources of help needed

influence those responsible for policies and services by bringing to their notice the problems people experience and recommending changes.

Citizens Advice (CA) local offices deal with around 5.5 million new problems a year, giving detailed information, advice and support to people on every subject. The majority of problems concern benefits, debt and other consumer issues, employment, housing and the law.

CA advice is delivered from over 3000 locations across England, Wales and Northern Ireland. 21,000 volunteers work in the local CAs, together with paid staff including managers and advisers. Together they provide the largest advice giving network in the UK.

Each local CA is a separate charity managed by its own trustee board, and must meet membership quality standards in order to affiliate to Citizens

Advice. The national association, Citizens Advice, provides a range of services to support local CAs in their work: these include the website which advisers use to give advice, training, field support, quality audits, social policy, press and publicity, parliamentary liaison and information technology.

Local authorities are the biggest source of local CA funding but provide less than 50% of the total, with the balance provided by a range of funders including the Big Lottery Fund, the Money Advice Service, charitable trusts, companies and individuals.

2. Equal and Diversity Policies in the CA Service

The CA Service is committed to equal opportunities for all, and everyone in the Service must be committed to the CAB's equality and diversity policies (see Citizens Advice Brent's policy enclosed).

The CA Service Equality and Diversity Policies cover the whole Service. The aim is to ensure that people facing discrimination feel welcome within the CA Service and able to use its services.

CAB is committed to taking positive action to implement equal opportunities for people facing discrimination and ensuring that our workforce is representative of the whole community.

CAB will ensure that employees and applicants for its posts will not receive less favourable treatment on the grounds of race, colour, sex, gender identity (transgender), disability, nationality, national or ethnic origin, religion or belief, marital / partnership or family status, caring responsibilities, sexual orientation, age, social class, educational background, employment status, working pattern, trade union membership or any other factor.

To be offered a post, you must demonstrate that you meet all the requirements in the person specification for the post.

The job will be offered to the best candidate at interview.

3. Notes for applicants on completing the application form

The information you provide in your application is the ONLY information we will use in deciding whether or not you will be short-listed for an interview. Your application form is therefore very important and the following advice is designed to help you complete it as effectively as possible. This is part of CAB's commitment to ensuring equality for job applicants. DO NOT SEND YOUR CV instead of a completed application form, as this will not be considered.

- ✦ The form should be completed in black ink or black ballpoint pen or typed. 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 short listing 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 is not the only experiences worth quoting. Other life experiences and skills may be just as valid.
- ✦ If you are short listed for interview, the selection panel will ask you questions based on the person specification which will cover the areas in more detail.

Planning your Application Form

Before filling in the application form read the job information carefully.

Every vacancy is based on a **job description**, which lists the main duties of the post, and a **person specification** describing the skills, experience and qualifications we are looking for. Please look at this carefully so that you know what the job involves and the range of expertise required. The job information and application forms are enclosed with this booklet.

Using the Person Specification

- Before you fill in the application form look at the person specification and decide how to relate your skills, knowledge and experience to each point. Try not to repeat yourself by using just one area of your experience to cover more than one requirement. Draw upon your past and present jobs or interests; you may discover you have a broader range of skills than you imagined.

Completing the Application Form

- Application forms should be filled in as completely and as clearly as possible so that we can consider all candidates on the same basis.
- In completing the reference section, please give as your referees your current and most recent employers wherever possible.
- Please also complete the Equal Opportunities Monitoring Form (attached). This should be returned with the application form.

Send your form to recruitment@cabrent.org.uk on time and keep a copy. Unfortunately we are not able to consider applications received after the closing date and time.

- The job information will state by which date you are to return your completed application. Please return both the application form and monitoring form, as indicated, marking the envelope 'application form enclosed'. Applications received after the closing date will not be considered.

Short-listing

After the closing date, the application forms are read very carefully to see how each person's skills and experience relate to the skills and experience in the person specification, and applicants who meet these requirements are short-listed for interview. **Only information contained in the application will be considered in making the decision to short-list.**

Interviews

The interview panel is normally made up of two or more people who ask each candidate questions covering the person specification criteria. The questions are intended to allow you to expand on your application and to show the panel how far you meet the essential requirements of the post. Short-listed candidates may be asked to complete a task either at or before

the interview. You will have the opportunity to ask questions about the job, conditions of service etc.

Panel members have to keep a record of their assessment of each candidate so that the reasons for their decisions are clear and consistent. You should therefore not be worried about the panel taking notes.

If a candidate is not able to attend the interview there is no guarantee that an alternative date may be offered. The panel will consider requests for alternative dates as they arise.

Feedback

We try to arrange feedback if you are unsuccessful and feel that feedback on your application and/or interview could be helpful in applying for other jobs, but this cannot be guaranteed.

Starting Salaries for External Candidates

An appointment will be made to the advertised salary for the post. The Trustee Board determines pay and grading arrangements.

Entitlement to Work in the United Kingdom

All employees must meet the requirements of the Immigration and Asylum Act 1996 by demonstrating that they are eligible to live and work in the UK. You will need to see original documents that show the new employee's right to work in the UK.

There have been changes in immigration law regarding the checks that employers must undertake before offering employment to prospective members of staff. The requirements vary depending on when a particular employee entered into the contract of employment.

On or before 27 January 1997

There is no liability for an employer who has failed to check an employee's entitlement to work if he / she was employed on or before this date despite the employee being an illegal migrant worker.

From 27 January 1997 to 30 April 2004

Section 8 of the Asylum and Immigration Act 1996 came into force making it a criminal offence for any employer to employ anybody (over the age of 16) who has no permission to work in the United Kingdom or is in breach of their conditions of stay (e.g. an overstayer).

A three-part defence is available for employers:

- They have inspected official documents issued by the UK government. (Usually limited to only a copy of the National Insurance Number, UK Passport, foreign passport with relevant endorsement stamps).
- They have established that the employee is the rightful owner of the document (picture ID is therefore important).
- Copies are taken for the employer's records.

Failure to establish this defence could result in prosecution and a fine of up to £5,000.00 per illegal migrant worker.

From May 1 2004 to 28 February 2008

The Immigration (Restrictions on Employment) Order 2004 came into force. This essentially restricted the defence as detailed above by limiting the types of documents that may be taken as proof of entitlement to work. This was coupled with a requirement to provide a combination of documents to validate authenticity. The change was a result of many illegal migrants counterfeiting documents that were easily forged. An employer must therefore have seen at least one document from list 1 and another from list 2.

List 1

- A UK passport
- A foreign passport with a certificate of entitlement issued by the UK authorities certifying that the holder has the right of abode in the UK
- An EEA passport or ID
- A UK-issued EEA Residence Permit
- A travel document, passport or Home Office Residence Permit endorsed to say that the holder is a family member of an EEA national with the right of entry and residence in the UK
- A passport / travel document showing that the holder has one of the following:
 - exemption from immigration control;
 - indefinite leave to enter or remain in the UK; or
 - no time limit on their stay.
- A passport / travel document showing that the holder has leave to enter, or remain in, the UK and is permitted to take the employment in question that does not require a work permit
- A UK registration card entitling employment.

List 2

Combination 1

A. Document issued by HMRC, DWP or previous employer detailing individual's National Insurance Number; together with:

B. One of the following:

- UK, Channel Island, Isle of Man or Irish birth certificate; or
- British Naturalisation Certificate; or
- Home Office letter showing indefinite leave to remain (ILR); or
- Home Office immigration status document with UK residence permit showing ILR or valid limited leave to remain in the UK, or
- Home Office letter showing valid right to remain and work in the UK.

Combination 2

A. Work permit issued by Work Permits UK; together with

B. Either of the following:

- the relevant passport / travel document showing valid leave to remain under that category; or
- Home Office letter detailing the above.

The sanctions for failing to provide a defence are the same as previously imposed (see above). However, an employer who has employed an illegal migrant worker from 1 October 2004 and before 28 February 2008 will be subject to section 6 of the Asylum and Immigration (Treatment of Claimants, etc.) Act 2004. This means the offence can either be heard in the Magistrates Court (maximum fine of £5000.00) or the Crown Court (which has powers to impose an unlimited fine).

There are other provisions depending on the illegal migrant worker's country of origin. (See the external link: [Accession \(Immigration and Worker Authorisation\) Regulations 2006](#)).

29 February 2008 onwards

As of this date, section 15-26 of the Immigration, Asylum and Nationality Act 2006 is in force and replaces the provision under Section of 1996 Act (cited above). It aims to consolidate and strengthen the existing requirements by imposing tighter checks and heavier penalties. Click [here to view regular updates](#)

A new civil penalty of up to £10,000.00 (based on a sliding scale) is payable by an employer who employs an illegal migrant worker and fails to establish a 'Statutory Excuse'.

Knowingly employing an illegal migrant worker will result in automatic failure to establish the Statutory Excuse. An employer may be subject to an unlimited fine and/or a prison sentence of up to two years if convicted under this Act.

Statutory Excuse

The Statutory Excuse can be established by undertaking the following three steps:

Step 1: Inspection of documentation

The employer must be able to provide one document from either List A or B (in some cases documents must be provided in combination with others as is specified).

List A: Employees with indefinite leave to remain in the United Kingdom

- A passport showing that the holder, or a person named in the passport as the child of the holder, is a British citizen or a citizen of the United Kingdom and Colonies having the right of abode in the United Kingdom.
- A passport or national identity card showing that the holder, or a person named in the passport as the child of the holder, is a national of the European Economic Area or Switzerland.
- A residence permit, registration certificate or document certifying or indicating permanent residence issued by the Home Office or the Border and Immigration Agency to a national of a European Economic Area country or Switzerland.
- A permanent residence card issued by the Home Office or the Border and Immigration Agency to the family member of a national of a European Economic Area country or Switzerland.
- A Biometric Immigration Document issued by the Border and Immigration Agency to the holder which indicates that the person named in it is allowed to stay indefinitely in the United Kingdom, or has no time limit on their stay in the United Kingdom.
- A passport or other travel document endorsed to show that the holder is exempt from immigration control, is allowed to stay indefinitely in the United Kingdom, has the right of abode in the United Kingdom, or has no time limit on their stay in the United Kingdom.

- An Immigration Status Document issued by the Home Office or the Border and Immigration Agency to the holder with an endorsement indicating that the person named in it is allowed to stay indefinitely in the United Kingdom or has no time limit on their stay in the United Kingdom, when produced in combination with an official document giving the person's permanent National Insurance Number and their name issued by a Government agency or a previous employer.
- A full birth certificate issued in the United Kingdom which includes the name(s) of at least one of the holder's parents, when produced in combination with an official document giving the person's permanent National Insurance Number and their name issued by a Government agency or a previous employer.
- A full adoption certificate issued in the United Kingdom which includes the name(s) of at least one of the holder's adoptive parents when produced in combination with an official document giving the person's permanent National Insurance Number and their name issued by a Government agency or a previous employer.
- A birth certificate issued in the Channel Islands, the Isle of Man or Ireland, when produced in combination with an official document giving the person's permanent National Insurance Number and their name issued by a Government agency or a previous employer.
- An adoption certificate issued in the Channel Islands, the Isle of Man or Ireland, when produced in combination with an official document giving the person's permanent National Insurance Number and their name issued by a Government agency or a previous employer.
- A certificate of registration or naturalisation as a British citizen, when produced in combination with an official document giving the person's permanent National Insurance Number and their name issued by a Government agency or a previous employer.
- A letter issued by the Home Office or the Border and Immigration Agency to the holder which indicates that the person named in it is allowed to stay indefinitely in the United Kingdom when produced in combination with an official document giving the person's permanent National Insurance Number and their name issued by a Government agency or a previous employer.

[Source: Home Office BIA, Prevention of Illegal Working
Immigration, Asylum & Nationality Act 2006]

List B: Employees with limited leave to remain in the United Kingdom

Until an employee can provide a document from List A, an employer must complete checks under this list at least once a year.

- A passport or travel document endorsed to show that the holder is allowed to stay in the UK and is allowed to do the type of work in question, provided that it does not require the issue of a work permit.
- A Biometric Immigration Document issued by the Border and Immigration Agency to the holder which indicates that the person named in it can stay in the UK and is allowed to do the work in question.
- A work permit or other approval to take employment issued by the Home Office or the Border and Immigration Agency when produced in combination with either a passport or another travel document endorsed to show the holder is allowed to stay in the UK and is allowed to do the work in question, or a letter issued by the Home Office or the Border and Immigration Agency to the holder or the employer or prospective employer confirming the same.
- A certificate of application issued by the Home Office or the Border and Immigration Agency to or for a family member of a national of a European Economic Area country or Switzerland stating that the holder is permitted to take employment which is less than 6 months old when produced in combination with evidence of verification by the Border and Immigration Agency Employer Checking Service.
- A residence card or document issued by the Home Office or the Border and Immigration Agency to a family member of a national of a European Economic Area country or Switzerland.
- An Application Registration Card issued by the Home Office or the Border and Immigration Agency stating that the holder is permitted to take employment, when produced in combination with evidence of verification by the Border and Immigration Agency Employer Checking Service.
- An Immigration Status Document issued by the Home Office or the Border and Immigration Agency to the holder with an endorsement indicating that the person named in it can stay in the UK and is allowed to do the type of work in question, when produced in combination with an official document giving the person's permanent National Insurance Number and their name issued by a Government agency or a previous employer.
- A letter issued by the Home Office or the Border and Immigration Agency to the holder or the employer or prospective employer, which

indicates that the person named in it can stay in the United Kingdom and is allowed to do the work in question when produced in combination with an official document giving the person's permanent National Insurance Number and their name issued by a Government agency or a previous employer.

We hope you will be successful in your application. If however, you are not, please do not be discouraged from re-applying. Your skills and experience may be what we need for our next vacancy.