Guidance notes for applicants

How to apply
Please apply by uploading your CV and a covering letter through the Citizens Advice Bristol website no later than the closing date given in the advert. Applications sent by email **cannot** be accepted.

Your CV should set out your employment history (including voluntary roles), your education and any training or qualifications relevant to the role. Please keep it clear and up to date.

Your CV and covering letter play a key part in our recruitment and selection process. We use the information you provide about your skills, experience, career and education to decide whether or not to invite you for an interview. Please make sure both are complete and accurate, and that your covering letter gives specific examples of how you meet the essential and desirable criteria for the role you are applying for.

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 an 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 Bristol does not hold a sponsor licence and, therefore, cannot issue certificates of sponsorship under the points-based system.

Diversity Monitoring

Citizens Advice Bristol values diversity and promotes equality. We encourage and welcome applications from suitably skilled candidates from all backgrounds. Monitoring recruitment and selection procedures is one way of helping us to ensure that there is no unfair discrimination in the way that we recruit people. To do this we need to know about the diversity profile of people who apply for posts at Citizens Advice Bristol. This information is given in confidence for monitoring purposes only and is not seen by anyone responsible for making recruitment decisions. However, if you would prefer not to answer any of the questions we ask, you are free to leave them unanswered.

Your covering letter

Your covering letter is your opportunity to show how your experience, knowledge, skills and abilities fit the role as described in the role profile. Shortlisting is based on an assessment of the evidence in your CV and covering letter against the requirements set out in the person specification. It is important that you tailor your letter to clearly demonstrate how you meet each requirement. No assumptions will be made about your achievements and abilities.

Your covering letter must be **no more than two sides of A4**, so please be selective. Tell us briefly why you are interested in the role, then work through the essential and desirable criteria in the person specification. You may find it helpful to use each criterion as a heading. Choose examples that clearly demonstrate what we are looking for, and be precise about what you did, how you did it and the outcome or result of your actions.

A useful guide 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 or unpaid work, school or college work, family or home responsibilities, can also be given.

Shortlisting outcomes

Shortlisted applicants will be invited for an interview. Some positions may require additional assessments (practical task/test or assessment centre). 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 the interview.

Criminal convictions

Anyone who applies to work within Citizens Advice Bristol 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 Bristol – 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.

GDPR: How we will use your information

The information you provide in your application will be used to help us decide whether to recruit you as a member of staff - this is our 'legitimate interest' under data protection law. It will only be seen by staff involved in the recruitment process, and will be stored securely.

If you are recruited we will retain your contact information in order to involve and support you. We will also collect additional information, such as next of kin details and, over time, records of training, support meetings and where relevant, appraisals. Again, it will be kept securely, and only those people who need to see your information will have access to it.

All use of applicants' information will be relevant to their involvement, and may include:

- Contacting applicants when necessary
- Making reasonable adjustments to improve accessibility
- Monitoring statistical details of our applicants
- Providing ongoing support to applicants
- Addressing problems or complaints

You have legal rights over your data, including access to it, and the right to ask that it is corrected, restricted or deleted. There is more information on these rights on the Information Commissioner's Office website: www.ico.org.uk

Last Updated: November 2026