

Recruitment Pack

Human Resources Manager

Date: February 2026



Introduction from our Chief Executive, Simon Richards

Thank you for taking the time to consider applying for a job at Coventry Citizens Advice. We are one of the largest Citizens Advice organisations in the country, helping more than 13,000 clients per year with over 30,000 issues. We identify and help secure over £8 million in expected financial gains which clients either did not know about or hadn't accessed before.



We want to make society fairer, and we do that with each client, helping people find a way forward for their individual problems, and by influencing how the policies of the local authority, government, and the private sector impact on our clients' lives.

The way we deliver services is changing and we are providing advice more and more in the community and our workforce, both volunteer and staff, reflects that community.

You will know that we are in challenging financial times and incomes are being squeezed by rising inflation, energy costs, and increasing cost of housing. Many people are struggling to pay back debts and are dealing with employment, family, consumer, housing, and other issues.

Working for Coventry Citizens Advice is extremely rewarding due to the positive impact and high-quality service we provide for residents. Our clients are fundamental in what we do, and our values are key to how we work across the charity. It is important to us that volunteers and staff share our values, which can be found below.

Thank you for your interest in applying for a role within Coventry Citizens Advice and good luck in your application.

A handwritten signature in black ink that reads "Simon Richards". The signature is written in a cursive, flowing style.

Simon Richards

Our Values:

Our core values as an organisation are: Respect, Inclusion, Accountability, Professionalism. We look to embed them in every aspect of the work we do, how we behave and how we support each other. Together we ensure that our values are brought into behaviours that we demonstrate every day so that we can offer the best possible service to our clients. We have a Behaviour Framework for all staff and volunteers, and everyone at all levels of the organisation strives to work in this way.

We are professional because we demonstrate:

Respect and Inclusivity

- Treat all colleagues, clients, and stakeholders with respect, regardless of race, gender, age, religion, disability, sexual orientation, or socioeconomic status.
- Listen actively and empathetically to clients and colleagues, valuing their perspectives.
- Avoid any language or behaviour that could be perceived as discriminatory, harassing, or bullying.

Communication

- Communicate clearly and effectively, ensuring that language is appropriate for the audience.
- Maintain confidentiality regarding client information and sensitive internal matters.
- Use non-judgmental, person-centred language that is supportive and respectful of individual circumstances.

Professional Integrity

- Ensure that all advice provided is accurate, impartial, and in line with the standards set by Coventry Citizens Advice.
- Seek to continuously improve knowledge and skills through professional development and training.
- Be transparent in decision-making processes and acknowledge mistakes or misunderstandings openly.

Collaboration and Teamwork

- Foster a culture of collaboration where staff, volunteers, and partners work together for the benefit of clients.

- Share knowledge and information openly with colleagues to enhance the quality of advice and support offered.
- Support and mentor less experienced staff and volunteers, contributing to a positive and supportive work environment.

Person-centred Approach

- Prioritize the needs of clients, ensuring that advice is tailored to their individual circumstances and delivered in a respectful manner.
- Engage clients in decision-making about their cases, ensuring they are empowered to take informed steps.
- Avoid any behaviour that could exploit or manipulate vulnerable clients.

About Coventry Citizens Advice

Coventry Citizens Advice is a progressive organisation that has been able to continually innovate and develop new services. Coventry Citizens Advice has been able to demonstrate excellence in a number of areas and been commended for its volunteer training, information service and partnership working. We are multi, local and national award winners in a wide range of areas including Research & Campaigning, Service Development and Money Advice.

Coventry Citizens Advice has a Trustee Board, all of whom bring professional skills and knowledge of the city and are responsible for setting the strategy and budget for the service. Day to day responsibility for the running of the organisation sits with the Chief Executive who oversees the day-to-day running of local Citizens Advice office services.

We have an increasing number of projects all of which work collaboratively to deliver the best outcomes for the residents we work with.

Other benefits

We also offer a range of additional benefits:

- Flexible working arrangements
- Fees paid for membership of relevant professional bodies
- Regular professional development
- Health & Wellbeing services provided through Employee Assistance Programme 'Health Assured'
- Specialised professional support for a range of issues through 'Peppy'
- Cycle to Work-Scheme

- Free eye tests and contribution towards lenses/ spectacles for Computer users if appropriate
- Standing desks and walking meetings
- Discounts on leisure facilities and a range of discounted offers

Conditions regarding offers of employment

If you are successful and are offered employment, we would offer the post conditionally in the first instance, whilst we follow up on your references, DBS (Disclosure and Barring Service) check (if appropriate), health clearance and your right to work in the UK as detailed below:

Security Clearance

Any offer of employment will be subject to satisfactory completion of a security and pre-employment checks which for this role include DBS checks with Disclosure and Barring Service.

The level of DBS check required for this post is: **Basic**.

Further information about the security checking procedure is available on request.

Health Clearance

Any offer of employment will be subject to satisfactory completion of a Health Questionnaire and, should you disclose any health issues that might affect your ability to work, then any offer of employment will be subject to a satisfactory assessment by Occupational Health. Occupational Health will identify whether there are any reasonable adjustments which can be made to support you at work.

Right to work in the UK

Under United Kingdom immigration rules, it is a criminal offence to employ a person who is subject to immigration control and who has not been granted leave to enter or remain in the UK or does not have permission to remain in the UK.

Coventry Citizens Advice therefore has a legal obligation to carry out document checks to ensure that you have a legal right to work in the UK. It is also a requirement that we retain copies of the relevant documents.

To avoid potential unlawful discrimination claims we will carry out appropriate checks on all candidates.

Disability

Coventry Citizens Advice is committed to the employment and career development of disabled people. As a Disability Confident employer, we guarantee an interview to any candidate with a disability whose application meets all the essential criteria for the post.

If you would like to apply for the Guaranteed Interview Scheme, please ensure that you tick the box you will find on the application form for the scheme.

If you consider that you have a disability under the Equality Act 2020 and require any reasonable adjustments to be made in the recruitment process or at work subsequently if appointed, please make sure you tell us separately. We follow the social model of disability which believes that it is the barriers created by society which disable people. We will use reasonable adjustments wherever possible to remove those barriers.

Equality and Diversity

We recognise the benefits of having a diverse workforce and will take steps to ensure this. Further information on this is available on request.

How to Apply

Please send us a **CV & Supporting Letter** no longer than 2 pages.

Your application will be assessed against the Person Specification.

Instructions

Deadline for applications is 13th March 2026 @ 6 pm

Interviews will take place on w/c 16 March 2026.

If you're shortlisted you need to be available this week.

Where we ask you to give a presentation or complete a technical test on the day, we will provide you with further details and indicate the time you have available,

as well as making sure you have the resources available to complete the task.

Please email your application to: recruitment@coventrycab.org.uk.

If you are unable to make an electronic application, you may submit your application on paper and post to:

Recruitment, Coventry Citizens Advice, 1-7 Station Street East, Foleshill, Coventry CV6 5FL.

Please ensure your application arrives before the deadline.

Selection Process

After the closing date we will consider all applications carefully and invite those candidates who appear, from the information available, to be the best-suited for the post to an interview session.

It is important therefore that your application gives a full but concise description of the nature, extent and level of the responsibilities you have held.

If selected, details of the interview process will be sent to you by email or letter.

Travel Expenses

We do not pay for interview expenses; however, we may reimburse candidates on means-tested benefits for reasonable travel expenses to attend an interview if prior authorisation has been obtained.

Data Protection and how we will use your information

We will use your application only to inform the selection process – this is our ‘legitimate interest’ under data protection law. Your application will be kept on record for 12 months after which we will destroy it. If you are successful, it will form the basis of your personnel record with us and we will store it in a digital file. We will hold any data about you in completely secure conditions with restricted access.

Diversity Monitoring

We will include data that you provide on the diversity monitoring form in a general database for statistical monitoring purposes only enabling us to monitor our effectiveness of our policy on equal opportunities and employment.

Individuals will not be identified by name.

We shall consider that by submitting the enclosed forms you are giving your consent to the processing of your data in the ways described above.

Job Description & Person Specification

Coventry Citizens Advice

Human Resources Manager

Salary: £37,301 per annum pro rata
Hours: 14.5 hours per week (part time)
Contract: Permanent

Responsible to: Chief Executive Officer
Based at: Coventry Citizens Advice Head Office
Hybrid working subject to negotiation

Purpose of the Role

To lead the operational delivery of the organisation's human resources function, ensuring effective recruitment, employee relations, workforce development and HR administration across Coventry Citizens Advice.

The postholder will provide professional HR guidance to the CEO and managers, supporting the organisation to maintain fair, consistent and legally compliant employment practices.

The HR Manager will contribute to the development of people-focused policies and procedures, operating within the organisation's established governance and approval frameworks.

Key Responsibilities

Recruitment and Workforce Planning

- To lead and coordinate recruitment activity, ensuring fair, transparent and inclusive processes.
- To support managers in identifying workforce needs and staffing priorities. Create job descriptions and recruitment packs.
- To oversee onboarding and induction arrangements for new staff.
- To ensure safer recruitment requirements are followed in line with organisational expectations.
- Ensure the offboarding process is handled in a professional manner to ensure everyone is consistently treated fairly.

Employee Relations and People Management Support

- To manage employee relations processes, including disciplinary, grievance, absence, capability and performance procedures.
- To provide advice and guidance to managers on employment issues and appropriate resolution pathways.
- To ensure that HR casework is handled professionally, consistently and in accordance with employment law.
- To conduct contract consultations if required and appropriate.
- To support organisational pay review processes to ensure fairness.

HR Policy Implementation and Development

- To implement organisational HR policies and support managers in their consistent application.
- To contribute to the development and review of HR-related policies.

Learning, Development and Training

- To ensure mandatory training requirements are monitored and completed.

HR Administration and Workforce Systems

- To oversee the maintenance of accurate HR documentation.
- To ensure HR systems and record-keeping processes are effective, confidential and up to date.
- To support the organisation in maintaining appropriate employment documentation, including contracts, letters and role profiles.

Staff Wellbeing, Engagement and Organisational Culture

- To promote staff wellbeing, engagement and positive workplace culture.
- To support the organisation's approach to equality, diversity and inclusion within employment practice.

External HR Advice and Professional Support

- To coordinate external HR or employment law advice where required, supporting the CEO in managing complex employment matters.
- To ensure that professional recommendations are reflected appropriately in HR practice and procedures.

General Responsibilities

- To work collaboratively with the CEO and Senior Management Team to support effective organisational operations.
- To maintain confidentiality and professionalism in all employment-related matters.
- To ensure HR practice reflects organisational values, legal compliance and sector best practice.
- To undertake other duties appropriate to the level and responsibilities of the post.

Person Specifications

Criteria	Essential
1.	Strong working knowledge of UK employment legislation and HR best practice.
2.	Excellent written and verbal communication skills
3.	High attention to detail and organisational skills.
4.	Ability to work collaboratively with cross-functional teams.
5.	Proficiency in document management systems and office software.
6.	Sound understanding of safer recruitment principles and equality legislation.
7.	Ability to analyse workforce data and identify trends.
8.	Experience maintaining confidential HR records and systems.
9.	Experience managing complex employee relations cases (disciplinary, grievance, absence, capability and consultation processes).
	Desirable
10.	Experience in a similar role within a corporate, government, or non-profit setting.
11.	CIPD membership or advanced qualification (Level 7).
12.	Experience advising managers on people management and performance issues.
13.	Experience supporting pay review processes or workforce planning exercises.