

## Job roles at Acas

### 1 . Our roles

To help us make working life better for everyone in Britain, we have a variety of job roles in Acas that help us deliver [our services](#), including:

- [apprenticeships](#)
- [conciliators](#), who try to resolve workplace disputes before they get to an employment tribunal
- [helpline advisers](#), who answer calls from members of the public who need advice on problems or disputes at work

### 2. Apprenticeships

Apprenticeships are vocational qualifications. Vocational means that the qualification gives people the right skills and knowledge needed for their chosen career.

They are government registered qualifications that can start at level 2 (GCSE equivalent) through to level 6 and 7 (bachelor's and master's degree equivalent).

An apprenticeship at Acas is a way into a successful career in the Civil Service and beyond. Our apprenticeship programme provides opportunities for people to develop their skills and help us meet our strategic aims.

We offer a variety of apprenticeships in different business areas of Acas, including:

- business analysis and administration
- digital marketing
- finance
- HR
- IT and digital
- leadership and management
- policy
- project management
- public relations and communications
- software development

### How long an Acas apprenticeship lasts

An apprenticeship at Acas can last up to 18 months depending on which you choose. All our apprentices receive a qualification when they complete their course.

Depending on business needs there is also the possibility of going into a permanent role at Acas.

## How to apply for an Acas apprenticeship

You can find and apply for current apprenticeships at Acas on:

- [Civil Service Jobs](#)
- [Apprenticeships website](#)

For more information about apprenticeships at Acas:

- [read our blog on the impact of apprenticeships on individuals and Acas's business](#)
- [watch our video on why apprenticeship programmes have so much to offer on YouTube](#)
- [watch Olivia and Michael's video about becoming apprentices at Acas on YouTube](#)

Find out more about:

- [becoming an apprentice on GOV.UK](#)
- [detailed information about apprenticeships on GOV.UK](#)
- [apprenticeship standards and qualifications on the Institute for Apprenticeships and Technical Education website](#)

## 3. Conciliators

Acas aims to prevent disputes before they happen, through training and advice. When they cannot be avoided, we do all we can to resolve them.

An Acas conciliator helps to try and resolve a dispute before it gets to an employment tribunal.

We have conciliators for cases involving a single employee, known as early conciliation.

[Find out more about a conciliator's role in early conciliation](#)

We also have conciliators for cases involving a group of employees, known as [collective conciliation](#).

## Conciliator skills and qualities

Conciliation is challenging and interesting work.

Although the conciliation role is unique to Acas, we hire people from a wide range of backgrounds.

To be a conciliator, you need to be able to demonstrate the following skills and qualities:

- being interested in resolving workplace disputes
- being proactive
- managing a large and varied workload
- communicating and influencing effectively, using clear, concise and appropriate language

You also need to:

- have good problem-solving skills
- have good analytical skills
- identify key points, strengths and weaknesses of a case
- build relationships while remaining impartial

- work collaboratively with other Acas teams
- encourage improvement of employment relations
- be willing to continually develop your skills and knowledge
- promote Acas advice and guidance
- raise awareness of how good practice can improve workplace relationships

A key part of the role is:

- identifying and summarising key points from often complex information
- explaining and discussing complex concepts, to people who might not have much knowledge of employment law

Conciliation mainly takes place by telephone, with face-to-face contact when appropriate.

## How we support new conciliators

We provide training for new conciliators. This includes training in employment law and communication skills.

We'll continue to support you with developing your skills after this training is complete. For example, we provide further resources and run training workshops.

## Applying to be a conciliator

You can find and apply for conciliator vacancies on [Civil Service Jobs](#).

## 4. Helpline advisers

The [Acas helpline](#) receives nearly 750,000 calls a year. The helpline is for anyone who needs employment law or workplace advice, including employers, employees, workers and their representatives.

Helpline advisers answer calls from members of the public who need advice on problems or disputes at work.

Our helpline advisers come from a variety of backgrounds, including retail, contact centres, education and HR.

[Watch our short YouTube video about working on the Acas helpline](#)

## What the role involves

Helpline advisers do much more than provide information on employment law. They can help callers get to the root cause of their problem and resolve issues at an early stage.

They support callers by:

- providing free, impartial and confidential advice, tailoring it to each individual caller
- identifying the most appropriate options for each caller, including referring them to other Acas and government services
- being patient and sensitive to callers as they explain their situation

As part of the role, helpline advisers need to:

- explain and discuss complex topics, to people who might not have much knowledge of employment law
- be confident in handling challenging calls

- get job satisfaction from helping people navigate difficult situations
- be keen to take part in ongoing learning and skills development
- be impartial at all times

Handling calls is at the core of the role. Helpline advisers take an average 30 to 50 calls a day. Each call is on average 8 to 9 minutes long. Some calls can last over an hour.

Calls can often be challenging. This is because of the stress or anxiety the caller experiences as a result of their work situation.

## Essential qualities

Helpline advisers need to:

- have strong verbal communication skills
- be motivated and committed to providing good customer service
- have emotional intelligence and resilience

Helpline advisers are experts on employment law. We make sure that relevant training is provided as part of the job.

## Desirable qualities

Previous contact centre or customer service experience is helpful but not essential.

## Where helpline advisers work

Helpline advisers have the option of flexible working. They can:

- work at one of 4 Acas offices – in Glasgow, Manchester, Newcastle or Nottingham – for an average 1 day a week
- work from home for the remaining working week

## How we support new helpline advisers

When new helpline advisers start their roles, we provide them with 9 weeks' training in employment law and call handling.

Once trained, they continue to receive regular time in their working week for professional development. This includes training on new developments in employment law.

## Applying to be a helpline adviser

You can find and apply for helpline adviser job vacancies on [Civil Service Jobs](#).