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**Training and Development Officer**

(Trainee role considered for the right candidate)

Job pack

Thank you for your interest in working at Citizens Advice Swindon. This job pack should give you everything you need to know to apply for this role and what it means to work for the Citizens Advice service.

In this pack you’ll find:

● How Citizens Advice Swindon works

● The role profile and personal specification

● Terms and conditions

● What we give our staff

| **Want to chat about this role?** If you want to chat about the role further, you can contact Lucy MacIntosh by emailing recruitment@caswindon.org.uk to arrange a callback. **Closing date for applications: 10th February 2025****Interview date: 17th February 2025** |
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As a member of the Citizens Advice service, Citizens Advice Swindon (CAS) provides free, confidential, independent and impartial advice and information to everyone on their rights and responsibilities. Whoever they are, whatever the problem.

We value diversity, promote equality and challenge discrimination.

**Our values**

**We’re inventive** - We’re not afraid of trying new things and learning by getting things wrong. We question every idea to make it better and we change when things aren’t working.

**We’re generous** - We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

**We’re responsible** - We do what we say we’ll do and keep our promises. We remember that we work for a charity and use our resources effectively.

**3 things you should know about us**

**We’re local**

We have offices in Swindon and deliver outreach sessions for clients across the borough. Last year, we supported over 8,500 clients with more than 27,000 issues, including Welfare Benefits, Money Advice, Energy, Housing and Immigration.

**We’re here for everyone**

Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won’t turn people away.

**We’re listened to - and we make a difference**

Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

No one else sees so many people with so many different kinds of problems, and that gives us a unique insight into the challenges people are facing today.

**What’s it like at Citizens Advice Swindon?**

We operate a multi-channel service offering advice over the phone, by email and face to face. Based in Sanford House in Swindon; a voluntary sector hub that includes Livewell Swindon, Swindon Mind, Swindon Carers Centre, Healthwatch Swindon, Swindon Advocacy Movement, Wiltshire Law Centre and more.

Our current staff team is made up of 30 paid staff and over 50 volunteers.

We work in a blended way with a mix of home and office working depending on the requirements of the role. We care about our employees' mental wellbeing and want to ensure everyone can achieve a healthy, happy work-life balance. We are committed to developing our staff and we work with our staff to support them with their personal and career development.

We have a commitment to a culture of learning and working together to problem solve and share learning experiences.

We value diversity, promote equality and challenge discrimination wherever we find it, and through our research and campaign work, we speak up on the issues that affect people’s lives.

You will be joining a dedicated, and talented team of people who are deeply passionate about helping individuals and communities, and delivering services which improve people’s lives.

**The role**

| **Role**  | Volunteer Development and Training Officer (Trainee position considered for the right candidate) |
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| **Salary**  | £25,600 - £28,500 pro rata (depending on experience)  |
| **Hours**  | 23 hours per week |
| **Location**  | Swindon |
| **Reporting to**  | Training and Quality Manager |

At the heart of our service are our volunteers, and this role is fundamental to supporting them in their volunteering journey with Citizens Advice Swindon. It’s a varied and rewarding role in which you will deliver and support the Citizens Advice Learning programme to ensure our volunteers are fully trained to give good quality advice to our clients.

**Role profile**

**Learning, Development & Training**

* Deliver the induction and group training sessions on all aspects of Citizens Advice Adviser Learning Programme in person and/or online for new staff and volunteers
* Deliver refresher training and updates for staff and volunteers on new processes and procedures as required
* Organise internal and external learning and development activities to promote continuing development of our staff and volunteers.
* Contribute to and co-ordinate the competence assessments of volunteers and paid staff up to generalist adviser level
* Promote volunteering opportunities at Citizens Advice Swindon using different media channels targeting various audiences
* Develop and deliver volunteer recruitment and selection activities that ensure a fit between our organisation’s needs and the volunteer’s expectations.

**Volunteer Support and Supervision**

* Ensure the effective performance management of volunteer trainees through regular review and supervision sessions.
* Ensure volunteers are aware of the policies and procedures in place to manage how they operate within the organisation.
* Monitor volunteers' quality of work and ensure development issues are identified and addressed.
* Provide appropriate levels of support and supervision to individual workers depending on their level of competence.
* Develop, promote and deliver activities to recognise and reward volunteers.
* Contribute to the creation of a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and people can do their best.

**Administration**

* Supervise the administration relating to training and recruitment
* Keep up to date with research and campaigns issues and ensure that this is promoted and integrated in a way relevant to the role.
* Keep your technical knowledge in areas such as relevant learning platforms, issues affecting our clients and IT skills up to date.
* Maintain effective admin systems and records, work cooperatively with colleagues, encourage good teamwork and clear lines of communication.
* Attend regular internal and external meetings.

**Person specification**

**Essential Criteria**

* An understanding of the Citizens Advice service and the issues affecting our client
* An awareness of the social issues which cause disadvantage and inequality
* Recognition of the value of volunteering both to the individual and society
* A good understanding of the Voluntary Sector and what motivates people to volunteer
* Excellent organisation skills
* Ability to mentor and motivate others
* Ability to present complex information in an accessible way
* Excellent verbal and written communication skills
* A willingness to challenge constructively.
* Competent use of IT and digital skills, with the ability to work independently using a range of applications
* Ability and willingness to work as part of a team
* Commit to, and work within, the aims, principles and policies of the Citizens Advice service, creating a positive and inclusive learning environment

**Desirable**

* Experience of successfully delivering training to paid staff or volunteers
* Citizens Advice Generalist Advice Certificate or equivalent experience of Advice giving in the Social Welfare sector
* Training qualification
* A knowledge of the Citizens Advice learning programme and Skillbook
* Previous experience of managing or motivating volunteers

In accordance with our policy we may require the successful candidate to be screened by the DBS. However, a criminal record will not necessarily be a bar to your being able to take up the job.

**What we give our staff**

* 25 days paid holiday per year plus Bank Holidays pro rata, and a discretionary 3 additional days between Christmas and New Year
* 5% employers contribution to workplace pension scheme with 3% employees contribution
* A commitment to Continued Professional Development Access to Citizens Advice national training programme
* Opportunity to work as part of a national network of Citizens Advice offices
* Employee Assistance Programme including 24hr helpline support and legal advice
* Mental Health and Wellbeing Support from Togetherall
* Perks and savings via our partnership with Telus Health, these include savings on cinema tickets, giftcards and cashback on some purchases