



Trainer

Thanks for your interest in working at Citizens Advice Rural Cambs (CARC). This document should give you everything you need to know to apply for this role and what it means to work at a local Citizens Advice.

In it you'll find:

- Terms
- The role profile and personal specification
- How Citizens Advice Rural Cambs works
- What we give our staff
- Valuing inclusion
- Our values
- 3 things you should know about Citizens Advice
- Overview of Citizens Advice



Terms

- **Location:** Pathfinder House, Huntingdon with requirement to visit other CARC offices when required
- **Hours:** 37 hours per week (job share considered)
- **Salary:** £28,744 - £30,226. - pay increase pending
- **Type of contract:** Fixed term until 31st March 2029
- **Reporting to:** Training Lead

The role

Role Purpose

You will support the delivery, evaluation, and continuous improvement of training and learning across Citizens Advice Rural Cambs, with a strong focus on staff and volunteer development. This will include identifying training needs across the organisation and helping to design and deliver learning that builds skills, confidence, and capability.

You will also support the recruitment, training, and coordination of volunteers, working closely alongside the existing Lead and training team to ensure a high-quality and sustainable volunteer-led advice service.

This role will contribute to strengthening the current training and volunteer recruitment function by increasing capacity, improving consistency, and supporting an inclusive, and responsive learning environment that meets evolving service needs.

You will work collaboratively with the Training Lead and wider team to enhance organisational capacity, workforce development, and the overall volunteer and staff experience

Context of Role

Citizens Advice Rural Cambs delivers advice across Fenland, Huntingdon, and East Cambs, supported by approximately 40 staff and 44 volunteers across multiple locations and outreach settings. The organisation is committed to supporting both staff and volunteers through effective training, development, and opportunities to build skills and progress within their roles.

Volunteers are at the heart of our service, delivering high-impact information and advice to clients in often complex situations. We are committed to providing a high-quality, accessible, and rewarding volunteering experience, supported by structured training, ongoing staff and volunteer development and clear progression pathways.

As a member of National Citizens Advice, our service is accredited to the Advice Quality Standard, and both volunteers and staff require robust, ongoing training and development to maintain these standards and respond to changing client needs.

Key Responsibilities

You will support the delivery of a high-quality training programme for staff and volunteers, ensuring learning is accessible, consistent, and aligned with service delivery needs, and informed by identified training and development needs across the organisation.

You will contribute to the design and delivery of learning activities that build staff and volunteer skills, knowledge, and confidence, supporting effective performance in their roles.

You will support volunteer recruitment by engaging with external organisations and community groups. In addition, you will contribute to the development and retention of volunteers by working closely with the existing Lead to strengthen the volunteer pathway and enhance the overall volunteer experience.

You will help ensure all learning and development activity promotes confidence, competence, and continuous improvement, supporting a culture of ongoing learning and maintaining required quality standards.

Role Profile

Staff Training & Development

- Work alongside the Lead to design, deliver and enhance staff development opportunities, including induction, ongoing learning and progression pathways
- Ensure learning is accessible, consistent and aligned with service needs

- Assist with the preparation and ongoing maintenance of training plans and materials, making improvements and updates where required
- Help monitor staff engagement with training and development, identifying trends and areas for improvement.

Volunteer Recruitment & Development

- Assist with volunteer recruitment, including promotion of roles, communication with applicants, interviewing and onboarding
- Support inclusive and targeted approaches to attract volunteers from a wide range of backgrounds
- Help monitor volunteer engagement, retention, and progression, identifying trends and improvements
- Contribute to developing clear volunteer pathways and progression routes
- Support external promotion and partnership working to enhance volunteering opportunities

Training & Learning Delivery

- Support the design and delivery of training for staff, volunteers, and trustees
- Assist in developing blended learning approaches (in-person, online, and self-directed learning)
- Provide support to individuals throughout their training journey, helping them to progress and build confidence
- Work with managers and leads to support the assessment of competence and readiness
- Help ensure training is aligned with Citizens Advice standards and embeds Equity, Diversity, and Inclusion principles

Planning, Reporting & Organisational Development

- Support the delivery of the Annual Training Plan in line with organisational priorities
- Contribute to workforce development planning by identifying training needs and gaps
- Assist in preparing reports and updates on training activity and volunteer development

Teamwork & Collaboration

- Work closely with the Training Lead, Advice Service Leads, and wider team to ensure a joined-up approach

- Contribute to a positive and supportive team environment
- Support the smooth transition of volunteers from training into operational roles
- Share feedback and ideas to help improve training and volunteer processes

Administration & Systems

- Maintain accurate records of training, recruitment, and progression
- Support scheduling of training sessions and preparation of resources

Research & Campaigns

- Support engagement in research and campaigns activity
- Help ensure volunteers understand their role in contributing to this work

Other

- Ensure all work reflects the aims and principles of Citizens Advice, including its commitment to equity and diversity
- Comply with all organisational policies and mandatory training requirements
- Undertake any other duties appropriate to the role
- Keep own knowledge up to date

Person Specification

Essential Criteria

1. Excellent written and verbal communication skills
2. Strong commitment to volunteering, with the ability to recruit, engage, and retain a diverse volunteer base
3. Experience delivering and supporting training programmes
4. Knowledge of adult learning techniques and experience contributing to blended learning (in-person, online, and self-directed)
5. Ability to support the assessment of learning and competence in a training or development setting
6. Experience coordinating training and development activities, including scheduling, administration, maintaining accurate records
7. Ability to analyse data and feedback in order to make improvements, and produce clear reports or summaries

8. Strong organisational skills, with the ability to manage multiple priorities across recruitment, training, and operational support
9. Ability to build effective working relationships and collaborate with internal teams and external partners
10. Competence in using IT systems to track recruitment, training, and staff/volunteer development activity
11. Understanding of safeguarding, confidentiality, and data protection in a staff and/or volunteer setting
12. Good understanding of Equity, Diversity, and Inclusion, with a commitment to embedding these principles in recruitment, training, and development
13. Experience contributing to the development or improvement of training programmes, workforce development initiatives, or volunteer pathways
14. Commitment to continuous professional development
15. Ability to work within the aims and principles of the Citizens Advice service
16. Full access to a vehicle for travel between sites, if required (mileage allowance paid)

Desirable Criteria

17. Experience working within the advice sector or similar regulated environments
18. Experience of working or volunteering at Citizens Advice

How Citizens Advice Rural Cambs works

Citizens Advice Rural Cambs is an independent local charity supporting residents in Fenland and Huntingdonshire by providing free independent, confidential and impartial advice. We also support clients in East Cambridgeshire through various projects.

Our aim is to provide the advice people need for the problems they face and to improve the policies and practices that affect people's lives.



What we give our staff

CARC invests in its staff and volunteers by providing the training skills and resources, enabling them to deliver a quality advice service.

Other benefits include:

- Employer contribution to Workplace pension 3%
- Annual Leave: 29 days pa (pro rata) including 8 Bank Holidays
- An option to purchase an additional working week's annual leave in a financial year (to be taken within that financial year)
- Additional holiday entitlement after completing 4 full years of service
- Up to 3 additional days annual leave, due to office/service being closed between Christmas and New Year
- A day off on your birthday or in the month of your birthday (this is in addition to annual leave entitlement)
- Flexible and hybrid working negotiable
- Learning and development opportunities
- Employee Assistance Scheme
- Shopping and Lifestyle benefits through My Staff Shop



Valuing inclusion

Our staff and volunteers come from a range of backgrounds and we particularly welcome applications from disabled people, people with physical or mental health conditions, LGBT+ and non-binary people, and people from Black Asian Minority Ethnic (BAME) communities.



Our values

We're inventive. We're not afraid of trying new things and learn 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

1. We're local and we're national. We have 6 national offices and offer direct support to people in around 350 independent local Citizens Advice services across England and Wales.

2. 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.

3. 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.

Overview of Citizens Advice

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 350 local Citizens Advice members (local charities).

Our network of independent local Citizens Advice members, deliver services from

- In over 1,600 locations across England and Wales
- With:
 - 8,843 local staff
 - 16,000 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live.

