



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
- Our values
- 3 things you should know about us
- Overview of Citizens Advice Rural Cambs
- What we give our staff

Human Resources (HR) Administration Officer



Terms and Conditions

Location: Hybrid working considered with a requirement to attend an office location on a regular basis. Requirement to travel to meetings or other offices/locations.

Hours: 18 hours per week

Salary: £25,762- £29,225 FTE (salary increase pending)

Type of contract: Permanent

Responsible to: Operations Manager



The role

We are looking for a highly organised HR & Administration Officer to support the effective running of Citizens Advice Rural Cambs. This role plays an important part in ensuring staff, volunteers, and trustees are well-supported through efficient HR processes and strong administrative systems.

You will help maintain a positive, inclusive, and professional working environment, contributing to our mission of providing free, confidential, and impartial advice to the community.

Role profile

HR Support

- Maintain accurate and confidential HR records in line with data protection requirements
- Support the preparation and issue contracts of employment, offer letters, and other HR documentation

- Support the onboarding and induction of new staff and volunteers
- Assist in maintaining records of absence, leave, training, and other key HR data
- Ensure HR files and systems are up to date, compliant, and regularly reviewed for accuracy
- Act as a first point of contact for general HR queries, escalating where appropriate

Recruitment

- Support end-to-end recruitment processes, including advertising roles, shortlisting, and arranging interviews
- Liaise with applicants and hiring managers to ensure a professional and positive candidate experience
- Assist in preparing offer documentation and coordinating smooth onboarding for new starters
- Support safer recruitment practices, including referencing and compliance checks

Administration

- Maintain filing systems, ensuring documentation is well organised and easily accessible
- Support internal communications and ensure policies and updates are effectively shared
- Work closely with the Senior Leadership Team to provide HR and administrative support as required
- Assist in preparing HR reports, workforce data, and updates for SLT meetings and trustee reporting
- Support the delivery of organisational priorities, workforce plans, and people-related initiatives

Policies & Compliance

- Support the development, review, and implementation of HR policies and procedures
- Support with audits and HR reporting requirements

- Maintain awareness of current HR legislation and ensure processes reflect any updates

Professional development

- Keep up to date with relevant policies and procedures
- Undertake appropriate training to effectively carry out the role

Other duties and responsibilities

- Carry out any other tasks within the scope of the post to support the effective delivery and development of the service
- Demonstrate commitment to the aims and policies of Citizens Advice
- Work collaboratively with colleagues, volunteers, and external partners
- Follow health and safety guidelines and share responsibility for your own safety and that of others

Person specification

Essential Criteria

1. Experience in an administrative and/or HR support role
2. Experience maintaining accurate records and handling confidential information
3. Experience supporting recruitment processes (e.g. advertising roles, coordinating interviews)
4. Understanding of core HR processes, including recruitment, onboarding, and employee records
5. Awareness of employment legislation and data protection requirements (including GDPR principles)
6. Strong organisational skills with excellent attention to detail
7. Good communication and interpersonal skills
8. Ability to work independently and effectively prioritise workload
9. Strong written and verbal communication skills
10. Competence in Microsoft Office applications
11. Ability to commit to and work within the aims, principles, and policies of CARC
12. Ability and willingness to work as part of a multi-organisational team
13. Commitment to ongoing professional development

Desirable

1. Understanding of the voluntary or community sector
2. CIPD qualification (or working towards)
3. Knowledge of UK employment law

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

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 300 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.

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.

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 Programme
- Shopping and Lifestyle benefits scheme



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, neurodiverse, LGBT+ and non-binary people, and people from Black Asian Minority Ethnic (BAME) communities.