



# Trainer / Adviser

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:** Huntingdon
- **Hours:** 37 hours per week (job share considered)
- **Starting Salary:** £14.50ph (£27,898pa) — £15.25ph (£29,341) (depending on qualifications /experience)
- **Type of contract:** Permanent



## The role

**Role Overview:** As a Trainer and Adviser, you will play a pivotal role in supporting the learning, development, and training functions within our organisation, ensuring staff and volunteers are skilled, supported, and motivated to meet organisational objectives and Citizens Advice quality standards.

Additionally, you will provide cover and support for our advice service, offering assistance to clients across various channels, including phone, web chat, email, and face-to-face sessions.

### Key Responsibilities:

#### Training and Development:

- Identify and address learning needs for staff and volunteers, contributing to the organisation's learning and development plan.
- Develop and facilitate inclusive learning activities to meet quality standards, offering one-to-one or group training sessions.
- Organise and oversee the learning progress of staff and volunteers, ensuring they are informed of Citizens Advice programs, policies, and procedures.
- Regularly review and assess the competency of volunteers and staff, making final determinations on proficiency.

- Promote a positive work environment that values equality, diversity, and dignity at work.

### **Supervision:**

- Ensure effective performance management through regular supervision, one-to-one sessions, and the appraisal process.
- Monitor staff and volunteer performance to maintain quality standards and identify training needs.
- Provide peer support and supervision for new staff and volunteers, preparing regular progress reports for the line manager.

### **Volunteer Recruitment and Selection:**

- Promote volunteer opportunities, conducting recruitment and selection activities that align with organisational needs and volunteer expectations.
- Coordinate and deliver quality inductions into the learning programs for new volunteers.

### **Advice Services:**

- Support advice services by providing information and guidance to clients on issues such as benefits, debt, housing, employment, family, and immigration.
- Conduct client interviews, allowing clients to discuss their issues and empowering them to set priorities.
- Use resources like the Citizens Advice AdviserNet to inform clients, researching options to help them make informed decisions.
- Act on behalf of clients by negotiating with third parties, writing letters, or making necessary calculations.
- Maintain detailed case records for continuity, statistical monitoring, and reporting purposes.

### **Networking and Partnerships:**

- Liaise and build relationships with Citizens Advice staff, local Citizens Advice services, external training providers, and relevant agencies.

- Use influencing skills to promote the organisation, fostering positive relationships with external partners.

### **Research and Campaigns:**

- Stay informed on current research and campaign issues, contributing to monthly reports and integrating these insights to benefit staff and volunteers.
- Understand societal issues and their implications for clients and service provision.

### **General Responsibilities:**

- Ensure advice work and case recording are completed as required.
- Stay updated with Citizens Advice policies, procedures, and strategies, particularly in equality and diversity.
- Maintain effective administrative systems and contribute to organisational planning by providing regular reports and feedback.
- Attend relevant internal and external meetings, collaborating with colleagues to promote effective teamwork.
- Abide by health and safety guidelines and contribute to a safe working environment.
- Identify and address personal learning and development needs, completing training to ensure compliance with quality standards.
- Ensure all work adheres to organisational systems, Advice Quality standards, and funding requirements.
- Carry out any tasks within the scope of the role to ensure effective service delivery and development.



# Person specification

## Essential Criteria

1. Ability to commit and work within the aims, principles and policies of the Citizens Advice service.
2. Understanding of equality and diversity and its application to the provision of advice.
3. Excellent interpersonal skills, including the ability to relate and work with a large variety of different people.
4. Excellent literacy and numeracy skills.
5. Proven ability to research, analyse and interpret complex information, produce and present clear reports verbally and in writing.
6. Ability to relay information in a clear and concise manner to others.
7. Proven ability to use IT applications to record and understand statistics and check accuracy of calculations.
8. Be friendly and approachable.
9. Be non-judgmental and respect views, values and cultures that are different to your own.
10. Ability to deliver an inclusive approach to the learning, development and training function and to monitor and maintain delivery of the service against agreed targets.
11. Proven ability to contribute to, implement and deliver training modules, combined with understanding of adult learning techniques / theories.
12. Proven ability to managing volunteers, volunteering issues and a commitment to the value of volunteering.
13. Proven ability to give and receive feedback objectively and sensitively. A willingness to challenge constructively.
14. Proven ability to support others including the ability to recruit, develop and motivate staff as well as ability to give and receive feedback objectively and sensitively.
15. Full access to a vehicle for travel between sites, if required (mileage allowance paid).

## Desirable criteria

16. Experience of the Citizens Advice training programmes.
17. Working knowledge of benefit, housing and debt advice issues.

In accordance with Citizens Advice national policy the successful candidate may need 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.

## 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.

