



Training & Volunteer Coordinator

Salary:	£27,500 pro-rotta
Hours:	22.5 hours (Part time - 3 days a week)
Report to:	Training & Development Manager
Contract:	Permanent
Location:	Citizens Advice Hammersmith & Fulham Offices & Outreaches
Closing date:	Friday 22nd November at 5pm
Interview & Test:	Thursday 28th and Friday 29th November.

Would you like to work for an organisation that makes a difference and improves lives every single day? The people who turn to us need our help to address the obstacles in their lives. In our 85 year history, we are the busiest we have ever been and people need our help.

Citizens Advice Hammersmith and Fulham is an award-winning charity that provides free, independent, confidential and impartial advice and information. We are a modern, innovative and progressive organisation working in a diverse and vibrant community. We employ over 50 people and have around 80 volunteers who help us to deliver information and signposting and generalist and specialist advice, undertake campaigning, and have a thriving portfolio of projects embedded within the local community. We are a flagship Local Citizens Advice within a nationally recognised network, delivering a multi-channel service including, face to face, telephone and digital channels.

About the role

The role you are applying for is **Training & Volunteer Coordinator** which supports the administrative functions of volunteer recruitment, retention and training. We have many volunteers in a variety of roles, and the Training & Volunteer coordinator is crucial in ensuring volunteers have a positive experience. You will be responsible for leading the volunteer recruitment, including publicity, processing applications, arranging interviews and adding new volunteers to the IT systems. You will also be responsible for maintaining accurate records of current volunteers and report this regularly to the Training & Development Manager and Senior Management Team. You will assist the

Training & Development Manager by monitoring training and progression for all staff and volunteers through their learning and development plans.

What we can offer you:

We value our people and can offer a supportive culture within a high performing and award winning organisation. We are committed to being an inclusive employer and workplace to represent the diverse communities we service. We are committed to increasing our diversity and whatever your background, we welcome your application. We offer an attractive remuneration package with excellent terms including:

- Pension scheme
- Healthy work/life balance
- Generous holiday entitlement starting at 25 days per year (in addition to bank holidays) and rising to 30 days with long service
- Access to 24/7 online wellbeing support
- Learning, development and personal growth opportunities

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We reserve the right to close the applications earlier if suitable candidates are found, so we encourage early applications.