



Role Profile and Job Description

Training & Volunteer Coordinator

- Salary:** £27,500 pro rata
- 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
- Interviews:** Thursday 28th & Friday 29th November

About Hammersmith & Fulham Citizens Advice

Citizens Advice Hammersmith and Fulham (CAHF) is a busy and progressive organisation working in a diverse and vibrant community. We provide an information and signposting service, generalist and specialist advice, undertake campaigning, and have a thriving portfolio of national and local projects embedded within the community. We also offer financial skills training, digital skills and English classes to the community.

4 things you should know about us

1. We're local.

CAHF operates out of 2 libraries in the Borough: Avonmore Library and Askew Road Library delivering a well-developed service offer by telephone, email, webchat and

WhatsApp to over 17,000 people a year supporting them with nearly 75,000 issues. We deliver multiple services, many of which are embedded within community settings offering comprehensive access points across the Borough.

2. We're also national.

We support the wider Citizens Advice network of 240 independent charities by providing telephone and digital advice to hundreds of thousands of people across England & Wales each year, through our Consumer Service and Money Advice Service Contact Centres.

3. 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.

4. 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.

About CAHF and the team

CAHF is a flagship service, recognised nationally for its innovative approach, its award-winning performance, its strong volunteering programme and exceptional partnership working. We place our clients at the centre of everything that we do and take a community centred approach to ensure that we are meeting need where it arises.

Our strategies focus heavily on eliminating need as far as possible by taking a preventative approach and empowering communities to take back control of their lives and build independence and resilience. Where we provide interventions to help, we do so by offering services that build capacity and strengthen communities. We develop our own ability to deliver wide ranging and effective services through collaboration and partnership working, drawing on skills and experience to ensure that our clients receive the best possible outcomes.

Whilst we are extremely proud and pleased with our achievements, we remain focussed on the growing demand for our services and ensuring services are strengthened and remain robust to meet the changing needs of our clients.

CAHF's current focus is to ensure that those with the greatest need are able to access our services and to achieve this by becoming embedded within the community.

We are the only Citizens Advice in the country to hold a ten-year funding contract with the Local Authority. This contract enables us to deliver 4 key service areas that include:

1. Our generalist Advice Service
2. Library services at Avonmore and Askew Libraries
3. Our advice at Foodbanks project
4. Our ROOF project that focuses on homelessness prevention

We are currently in Year 7 of this funding arrangement. We are also the only Citizens Advice in the country to deliver a library service on behalf of a Local Authority using our volunteer model. We have won multiple awards for our innovative ways of working.

What we give our staff

We value all our people and can offer a supportive culture within a charity setting that is committed to social justice. The role has an attractive remuneration package with excellent terms including:

- Pension 3% employer contribution
- Generous holiday entitlement of 25 days annual leave plus Bank Holidays, rising with long service to a maximum of 30 days
- Continual training and development opportunities
- Potential for hybrid working on completion of probationary period
- 24/7 online wellbeing support service

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 and conducting 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.

Main Duties & Responsibilities

- Monitor and respond to volunteer applications, arranging and conducting interviews with volunteers.
- Create and manage volunteer recruitment adverts for online, website, social media and distribution to other community organisations.
- Attending external events to drive volunteer recruitment.
- Keeping accurate records of volunteer details in line with GDPR.
- Setting up all new volunteers on various computer systems.
- Developing and maintaining records of volunteer details and their development.
- Producing regular reports for the Training & Development Manager and Senior Management Team on volunteer recruitment and retention.
- Assisting the Training & Development Manager with the administration of internal and external training.
- Act as a point of contact for volunteers with any issues related to the volunteer recruitment process and any IT issues.
- Work within GDPR guidelines in the collection, storing and disposal of volunteer data.

Reporting & Monitoring

- Understand relevant performance standards across the organisation.
- Deliver on agreed objectives and targets.
- Produce reports within timescales demonstrating performance against agreed targets.

- Provide analysis and take corrective actions to achieve targets set.
- Assist with volunteer rota management with the leadership team.
- Produce Monthly Volunteer Stats, Starters, Leavers Roles recruited
- Produce monthly Equality, Diversity Stats for Volunteers
- Administer quarterly volunteer survey for feedback from new volunteers

IT

- Accept and abide by the terms of the organisation's Acceptable Use of IT policy and other associated Citizens Advice policies.
- Use IT systems and software to analyse data and produce reports when required.
- Set up new volunteers within various Citizens Advice platforms, including email accounts and accounts for the Case Management system.

Active Team Participation

- Build rapport with all staff and volunteers.
- Engage with CAHF business objectives as outlined in the business plan and supporting strategies.
- Attend and participate in CAHF activities including service meetings, staff away days, AGMs and business planning days.
- Work collaboratively with the Senior Management Team & wider Leadership team.
- Work in line with the core values of Citizens Advice and CAHF.

Duties required of all salaried employees of CAHF

- Undertake any other reasonable duties as required by the post
- Exercise discretion in the handling of special category data in accordance with statutory requirements of GDPR and CAHF's applicable policies and procedures
- The post holder must always promote the aims, principles, policies, interests and wellbeing of the organisation and protect the integrity, reputation and confidentiality of the service
- Actively engage with CAHF's performance management process

This job description will be reviewed regularly as part of individual and organisational development and may be subject to variation.

How to apply

Please send your CV and a personal statement to recruitment@cahf.org.uk by the closing date. We would suggest that you tailor your personal statement to demonstrate how you meet the essential and desirable specifications.

Person Specification

	What we are looking for	Essential/ Desirable
1	Excellent IT skills and ability. Including an ability to use Google Workplace products (or willingness to learn).	Essential
2	Attention to detail with excellent record keeping skills.	Essential
3	The ability and commitment to work within the aims, principles and policies of the Citizens Advice service.	Essential
4	Excellent verbal and written communication skills. Including an ability to tailor your communication style to different audiences.	Essential
5	Excellent administrative skills.	Essential
6	Ability to work on own initiative and manage own workload.	Essential
7	An understanding of Equity, Diversity and Inclusion and working in an anti-discriminatory way.	Essential
8	Understanding of GDPR and its application to record keeping of volunteer and staff details.	Essential
9	Experience of working with a charity or community based organisation	Desirable
10	An up-to-date understanding of EDI in the context of volunteer recruitment.	Desirable.

Equality & Diversity at CAHF

Citizens Advice Hammersmith & Fulham recognises the positive value of diversity, promotes equality and challenges unfair discrimination. We recognise people with different backgrounds, skills, attitudes and experiences bring fresh ideas and perceptions, and we wish to encourage and harness these differences to make our services more relevant and approachable. CAHF will not discriminate or tolerate discriminatory behaviour on the grounds of race, colour, sex, transgender, disability, nationality, national or ethnic origin, religion or belief, marital, partnership or family status, sexual orientation, age, social class, educational background, employment status, working pattern, trade union membership or any other irrelevant factor in any aspect of employment.

Our values include a commitment to equality and fairness, and to valuing each other. All our employees are expected to have read and understood our Equality and Diversity Policy and to ensure they behave in accordance with its principles. Breaches of the policy may lead to disciplinary action.

Dignity at Work

CAHF is committed to providing a culture in which all staff value each other and are able to work together to their full potential in an inclusive environment free from harassment, bullying and other unacceptable forms of behaviour. Unacceptable behaviour in the workplace will be actively dealt with, all complaints will be taken seriously, confidentiality will be respected and victimisation of those that raise complaints will not be tolerated.

Our values include commitments to work together and value each other - all our employees are expected to have read and understood our Dignity at Work Policy and to ensure they behave in accordance with its principles. All staff are responsible for helping to create and maintain a positive and inclusive working environment free from bullying and harassment. All managers have a particular responsibility for ensuring a supportive and inclusive working environment in which dignity at work is actively promoted.

Probationary Policy

New appointments are subject to a probationary period which begins once you have completed training. At the end of the probationary period the outcome of the assessment may be confirmation of post, notice of dismissal, or at our discretion, an extension of the probationary period.