



- Job Title:** Insights and Engagement Manager
- Hours:** Part-time, 22.5 hours per week (with a possibility of extension to 37.5 hours subject to funding)
- Location:** Citizens Advice Hammersmith & Fulham sites, with the potential for hybrid working after the probation period
- Salary Range:** £24000, rising to £24900 (**pro-rata** £40,000 -£41,500) upon successful completion of probation
- Type of Contract:** Initial 12 months contract, with permanent contract on completion of a year's service

Citizens Advice Hammersmith & Fulham (CAHF), is part of the national Citizens Advice network, is a thriving local advice organisation that provides information, advice and casework support to 18,000 local people per year. We are recruiting for the brand new role of **Insights and Engagement Manager**. This is an important and exciting point in our development as we refresh the framework to better understand our Impact. The Insights and Engagement Manager will be pivotal in helping us to understand and demonstrate our impact in the community and the wider sector. This role will help us to develop and implement a stakeholder engagement strategy, to build and strengthen partnerships, utilise our data to share insights across a variety of media platforms and develop new services.

As a member of CAHF's Leadership team, the Insights & Engagement Manager will work collaboratively with the team to deliver CAHF's operational goals and strategic vision.

We are looking for a creative and ambitious person who can:

- Demonstrate strong communication skills both written and verbal
- Produce reports that blend quantitative data with compelling qualitative narratives, showcasing CAHF's impact and outcomes
- Develop and run client focus groups developing insights on how to:
 - enhance the customer service experience
 - service delivery
 - initiate co-production of services

- increase CAHF Impact
- Use innovative tools (such as digital storytelling techniques) to enhance CAHF communication efforts, and produce annual Impact report/films
- Contribute to a positive and inclusive work environment

Why Work with Us?

We are committed to fostering an inclusive, diverse workplace where everyone can thrive. Join a team where your leadership will make a real impact. We offer:

- Generous holiday entitlement: 25 days per annum plus bank holidays rising to 30 days with long service
- Paid service closure days between Christmas and New Year
- Hybrid working upon completion of the probation period, where possible
- Access to our in-house learning platform, Skill, for career and role development
- Personal development opportunities through our Network Equity Groups
- 24/7 employee support through our wellbeing service
- Ongoing performance management and training development

Experience in an advice-giving charity is beneficial but not essential.

To find out more please visit www.cahf.org.uk/work-us

Closing Date: Midnight Sunday 2nd March 2025

Interview Date: Week beginning 3rd March 2025