



Community Skills Coordinator

Job pack



Thanks for your interest in working at Citizens Advice Hammersmith & Fulham. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you'll find:

- Our vision, aims and values
- Our values
- 3 things you should know about us a National organisation
- Overview of Citizens Advice and Citizens Advice Hammersmith & Fulham
- Role profile and personal specification for the role
- Our terms and conditions
- The benefits of working for the organisation
- Our approach to equality and diversity

**We value diversity, promote equality and challenge discrimination.
We encourage and welcome applications from people of all
backgrounds**

Closing Date: 5pm Thursday 9th October 2025

Interview and Test Date: Interview will be held 20th and 21st October 2025

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

Our vision, aims and values

Our Vision

“Advice on its own is not always enough for our community, or for us as a service. We will develop new ways of supporting and empowering our clients to take action to achieve better outcomes”.

Our Aims

Citizens Advice Hammersmith & Fulham shares the overarching aims, values and principles of Citizens Advice to:

- Provide the advice people need for the problems they face
- Improve the policies and practices that improve peoples’ lives

At the centre of all of Citizens Advice Hammersmith & Fulham strategies are its 3 key aims:

1. **To achieve Excellence** – in delivering an effective, and high quality service
2. **To be innovative, resilient, and flexible** – to deliver an even more effective and sustainable service
3. **To demonstrate our community impact** – to show the positive change we make socially, economically and to health and well-being

Our Principles and Values

As a member of the Citizens Advice Service, CAHF provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination.

We are committed to put equality and equity at the heart of everything that we do, with the overarching aim to improve access, ensure inclusive service delivery and preserve intensified support for those who need it and promote an inclusive working environment for our workforce. Our core values and principles sit at the heart of every strategic decision to reflect our aim to be a strong equality champion through our roles as advisor, campaigner, employer, employee and partner.



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 18,000 people a year supporting them with nearly 47,000 issues. We deliver multiple services, many of which are embedded within community settings offering comprehensive access points across the Borough. See more details below.
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.

How the Citizens Advice Network works

Citizens Advice Hammersmith & Fulham is a member of the national Citizens Advice service which is made up of a network of around 240 local Citizens Advice members. Citizens Advice nationally is a charity which includes 1,000 national staff working in one of our 5 offices or as homeworkers or as part of the Witness Service from over 240 courts across England and Wales 3,000 Witness Service volunteers. Local Citizens Advice are all independent charities, delivering services from over 600 local Citizens Advice outlets and over 1,800 community centres, GPs' surgeries and prisons.



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 providing 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 to deliver 4 key service contracts that include: 1. Our generalist Advice Service

2. The Library service at Avonmore Library
 3. Our advice at foodbanks project
 4. Our ROOF project that focuses on homelessness prevention
- We are currently in Year 6 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.

Here are ways you can find out more about what we do and how we help:

- Watch our [Impact Film](#)
- Take a look at our [CAHF Website](#)
- Take a look at the [national Citizens Advice website](#) and the [Campaigning site](#)

The Role

This is an exciting role to coordinate some of our non-advice services that we offer to the community. From our offices, and other venues across the borough, our skills groups focus on helping our community to improve their financial capability. This could include sessions on budgeting, staying safe when online shopping, helping residents be aware of scams. We also deliver Advice First Aid sessions to partner agencies in the borough to support front line teams with having an awareness of advice topics. The post-holder will work within the aims and principles of Citizens Advice to;

- Plan, coordinate and deliver our Money Skills and Advice First Aid Sessions;
- Recruit, train and coordinate volunteers to help deliver for the above services;
- Contribute to the Research & Campaigns work of CAHF through promotion of services and delivery of sessions;
- Act as a central point of contact for our community skills groups.

Working Pattern

Across Citizens Advice Hammersmith & Fulham (CAHF) Sites (Avonmore Library & Outreaches) with some travel around the borough. This role is **not** suitable for remote working.

What We Offer

- Generous holiday entitlement: 25 days per annum (pro-rata for part time employees) plus bank holidays rising to 30 days with long service
- Paid service closure days between Christmas and New Year
- Possible hybrid working upon completion of probation period for suitable roles
- Access to our in-house learning platform, Skillbook, for career and role development
- Personal development opportunities through our Network Equity Groups
- Ongoing performance management and training development
- 24/7 employee support through our wellbeing service.

Job Description

Community Skills Coordinator

RESPONSIBLE TO:	Advice & Projects Manager
RESPONSIBLE FOR:	Coordination and delivery of Money Skills sessions and Advice First Aid
HOURS:	15 hours per week equivalent to two days a week
TYPE OF CONTRACT:	Fixed term 1 year from appointment with the possibility of extension subject to funding and performance
SALARY:	£27,500 - £29,000 FTE (Pro rata for part time)
LOCATION:	Across Citizens Advice Hammersmith & Fulham (CAHF) Sites (Avonmore Library & Outreaches), with some travel around the borough. This role is not suitable for remote working.

About the role

The post-holder will work within the aims and principles of Citizens Advice to;

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What we're looking for

We expect the post-holder to be an engaging public speaker who has an outgoing and positive attitude. There is no requirement to have experience in Money Skills or Advice First Aid, but a knowledge of the charity sector and working in a community organisation is beneficial. We are looking for a candidate who has experience in the recruitment and management of volunteers.

Main duties and responsibilities

- Scheduling training events, booking trainers and venues, preparation of materials and logistics for Money Skills & Advice First Aid.
- Maintaining accurate records of schedules, attendance, and feedback across all activities.
- Foster excellent working relationships with partner organisations to develop a programme of Money Skills and Advice First Aid sessions across the borough

- as well as from out of our offices and outreaches.
- Working collaboratively with wider CAHF services to ensure clients are signposted to appropriate sessions.
- Recruitment, training and ongoing point of contact for Money Skills volunteers to ensure activities are held across the week.
- Managing volunteer rotas and tracking attendance at sessions.
- Supporting volunteers with their training.
- Provide cover for any training sessions when no volunteers are available - this may be at short notice and out of core office hours.
- Review and refresh the training materials used within the sessions to ensure it is up to date and relevant for the partner agencies.
- Maintaining a current directory of training venues, as well as finding new ones in order to meet the targets set by the funder.

Reporting and Monitoring

- Understand relevant performance standards across the organisation
- Deliver on agreed objectives and targets
- Produce reports within timescales demonstrating performance against target.
- Provide analysis and take corrective actions to achieve targets set.

Professional Development

- Identify and implement plans for your own training and development needs.
- Attend relevant internal and external meetings as agreed with your line manager.
- Prepare and attend any meetings as required.

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 software to analyse data and produce reports when required.
- Keep technical knowledge up-to-date.

Active Team Participation

- Build rapport with paid and volunteer colleagues.
- 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 other staff activities.
- Work collaboratively with the Supervision team and the Senior Management Team.
- Work in line with the core values of Citizens Advice and CAHF

Other duties and responsibilities	<ul style="list-style-type: none"> • Exercise duties in accordance with CAHF core values, and the aims and principles of the Citizens Advice Service • Actively engage with CAHF performance and management process • Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service • Keep abreast of organisational changes • Actively engage with CAHF performance management process • Be team player, participating and contributing to CAHF activities, and organisational development • Foster a positive and inclusive work environment, upholding equality and diversity • In addition to tasks and duties outlined in this job description undertake such duties as may be identified and which are generally compatible with the functions of the post
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A job description does not constitute a 'term and condition of employment'. It is provided only as a guide to assist an individual in the performance of the job and is not included to be an inflexible list of tasks.

The job description will be reviewed regularly as part of individual and organisational development, performance review and may be a subject to variation.



Person specification

Person specification

Essential

1. Ability to work within the aims, principles and policies of the Citizens Advice Service.
2. Ability to support learners in a group environment with ability to provide support - including IT Support.
3. Excellent verbal and written communication skills and the ability to communicate effectively including public speaking. Including having strong presentation skills and engaging an audience.
4. Ability to support Community Skills delivery, travelling to sites across the Borough Hammersmith and Fulham as required.
5. Excellent IT skills and ability to use Google packages.
6. Ability to demonstrate patience, tact and empathy.
7. Excellent administrative skills and ability to organise time effectively and a busy workload.
8. Ability to recruit, support and manage volunteers
9. Ability to support social media campaigns and produce marketing materials.
10. An understanding of diversity and equality in particular concerning volunteer recruitment.

Desirable

- Understanding of safeguarding, health & safety and risk assessments.
- Experience of working with clients from different ethnic and social groups; with an ability to empathise with clients and maintain professional boundaries.

This role is subject to a DBS check

AI in recruitment: Guidance for Job applicants

AI tools are becoming more common, and we understand that some people may use them when preparing job applications. As an organisation Citizens Advice Hammersmith and Fulham has increased its use of digital tools to deliver its services, including exploring how AI can help us to effectively increase access to our services.

It is important that your application is your own. While AI can be useful for things like checking spelling, grammar, or helping to structure your answers, relying on AI too much, especially to write your answers to the personnel specification, could reduce your chances of being shortlisted. What makes an application stand out is authenticity. Ultimately CAHF is hiring a person, not an AI tool, so we want to hear about your real experiences and achievements in your personal statement, not what AI thinks we want to hear. AI can be used in ways that go beyond these guidelines could affect the outcome of your application.

Acceptable use - AI in job applications

- Help you structure your ideas in a clear way using frameworks like STAR
- Help you brainstorm examples that showcase your skills
- Researching CAHF to better understand the role or learn more about the organisation
- As a tool to check spelling or grammar is useful, but always review AI suggestions critically

Unacceptable use AI job application

- Copying and pasting answers straight from AI without personalising or editing them
- Using AI as a shortcut to think critically about the job or your own experiences.
- Inputting sensitive data into AI tools, even if you believe it strengthens your example
- Using AI to try and “sound” perfect. We’d rather hear your voice and understand your real strengths

REMEMBER

- AI can be a useful tool, but the best applications are honest, personal, and authentic
- We want to get to know the real you. It’s normally clear when parts, or all, of an application aren’t genuine, and this usually becomes even more obvious during interviews
- Over reliance on AI could impact your chances of being shortlisted.

APPLY:

Please provide a statement addressing each point in the Job Specification (see page **10** of the Application Pack). Please include your current CV with your statement. Applications which do not address the Job Specification points, will not be forwarded for shortlisting.

Return typed Personal Specification Statement and CV to:

recruitment@cahf.org.uk **Subject: CSC1-CAHF**

Diversity Monitoring Form:

To help us ensure equality and diversity in our recruitment process, we invite you to complete this optional Diversity Monitoring Form. This information will be kept confidential and separate from your application. It will be used solely for monitoring purposes to help us understand the diversity of our applicant pool. Your responses will not be linked to your application. Choosing not to complete the form will not affect your application.

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Interview and Test Date:	Interview will be held 20th and 21st October 2025

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

Thank you for your interest in this position. Please note that due to the high volume of applications we receive, we are only able to contact candidates who have been shortlisted. If you do not hear from us within two weeks of the application closing date, please assume that your application has not been successful on this occasion.

We appreciate your interest and thank you for taking the time to app

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.