



Hammersmith & Fulham

# Training & Volunteer Coordinator



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**

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## How to apply

Send Personal Statement and CV to:

**[recruitment@cahf.org.uk](mailto:recruitment@cahf.org.uk) Subject: TVC1**

Your Personal statement should address each point in the job Specification (see page **12** of the Application Pack). Applications which do not address the Job Specification points, will not be forwarded for shortlisting.

**Closing Date:** 08.00am Tuesday 21st April 2026

**Interview and Test Date:** Week beginning 27th April 2026

***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.

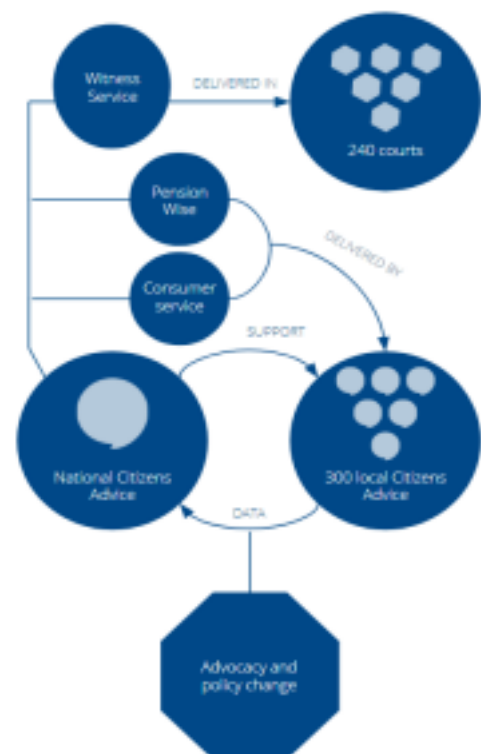
We are committed to put equality and equity at the heart of everything that we do, with the overarching aim to improve access, ensure inclusive service delivery and preserve intensified support for those who need it and promote an inclusive working environment for our workforce. Our core values and principles 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 needs 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 8 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

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.

## Working Pattern

On-site delivery is essential for this role, as it requires you to build rapport with volunteers in person while serving as the first point of contact for recruitment. This includes working at CAHF sites and conducting outreach at volunteer fairs, and participating in other suitable events.

## 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
- 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

<b>Job title/ Project:</b>	Training & Volunteer Coordinator
<b>Responsible to:</b>	Training & Development Manager
<b>Duration:</b>	Permanent
<b>Location:</b>	Citizens Advice Hammersmith & Fulham Offices & Outreaches
<b>Working hours:</b>	22.5 Hours (Part time - 3 days a week)
<b>Gross Salary</b>	£ 17316 (pro rata £28860)

## Key Accountabilities

The key accountabilities of the Training & Volunteer Coordinator role primarily focus on the administrative functions supporting CAHF volunteering offer;

- **Volunteer Recruitment:** Leading the entire recruitment process, including creating and managing volunteer recruitment adverts across various channels (online, social media, community distribution), attending external events to drive recruitment, monitoring and responding to applications, and arranging and conducting interviews.
- **Volunteer Administration and Systems:** Setting up all new volunteers on Citizen Advice platforms
- **Records Management and Compliance:** Developing and maintaining accurate records and databases of volunteer details and their development, ensuring strict adherence to GDPR guidelines for data collection, storage, and disposal.
- **Reporting and Monitoring:** Producing regular reports (such as monthly volunteer statistics on starters, leavers, roles recruited, and Equality, Diversity Stats) for the Training & Development Manager and the Senior Management Team regarding volunteer recruitment and retention.
- **Training and Development Support:** Assisting the Training & Development Manager with the administration of internal and external training, and monitoring training and progression for all staff and volunteers through their learning and development plans , administrating mandatory training records.
- **Support and Coordination:** Acting as a point of contact for volunteers regarding any issues related to the recruitment process or IT, and managing calendars, appointments, and meeting schedules in coordination with the Training & Development Manager

## **Main Duties & Responsibilities**

- Monitor and respond to volunteer applications, arranging and conducting interviews with volunteers.
- Manage calendars, appointments and meeting schedules in coordination with the Training & Development Manager.
- 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 an accurate database recording 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.
- Produce Monthly volunteer stats, including starters, leavers and 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.
- Adapt workflows in response to the needs of the organisation.
- Use IT systems and software to record information, 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

*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

	What we are looking for	Essential/ Desirable
1	Excellent IT skills and ability. Experience of maintaining databases (excel or similar) and creating reports. Comfortable with using AI tools and other developing technologies.	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 using Google Workplace products including managing calendars and meeting schedules	Desirable
10	Experience of working with a charity or community based organisation	Desirable
11	An up-to-date understanding of EDI in the context of volunteer recruitment.	Desirable.

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## 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. Using AI 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 if you find that useful, but always review.
- 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.
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## **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.

**March 2026**