



Training Officer

Job pack

Thanks for your interest in working at North and West Gloucestershire Citizens Advice. 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 values
- 3 things you should know about us
- Overview of Citizens Advice and North and West Gloucestershire Citizens Advice
- The role profile and personal specification
- Terms and conditions
- What we give our staff

Want to chat about this role?

If you want to chat about the role further, you can contact Ania Swoboda by emailing anna.swoboda@gloscab.org.uk or calling 01452 527202 ext 205



Our values

We're inventive. We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

We're generous. We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

We're responsible. We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.

3 things you should know about us

- 1. We're local and we're national.** We have 6 national offices and offer direct support to people in around 300 independent local Citizens Advice services across England and Wales.
- 2. 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.
- 3. 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 North and West Gloucestershire Citizens Advice works

North and West Gloucestershire Citizens Advice provides advice services to over 13,000 people each year with approaching 30,000 issues. We deliver services to the residents of Gloucester, Tewkesbury, Forest of Dean and Cheltenham. We provide the services with the help of 80 volunteers and 26 staff who provide advice face to face in a number of locations, as well as by email and telephone. Due to Covid, our services are provided by telephone and email and staff are currently based remotely.

Citizens Advice

The Citizens Advice service is made up of Citizens Advice - the national charity and a network of around 300 independent charities local all of which are members of Citizens Advice:

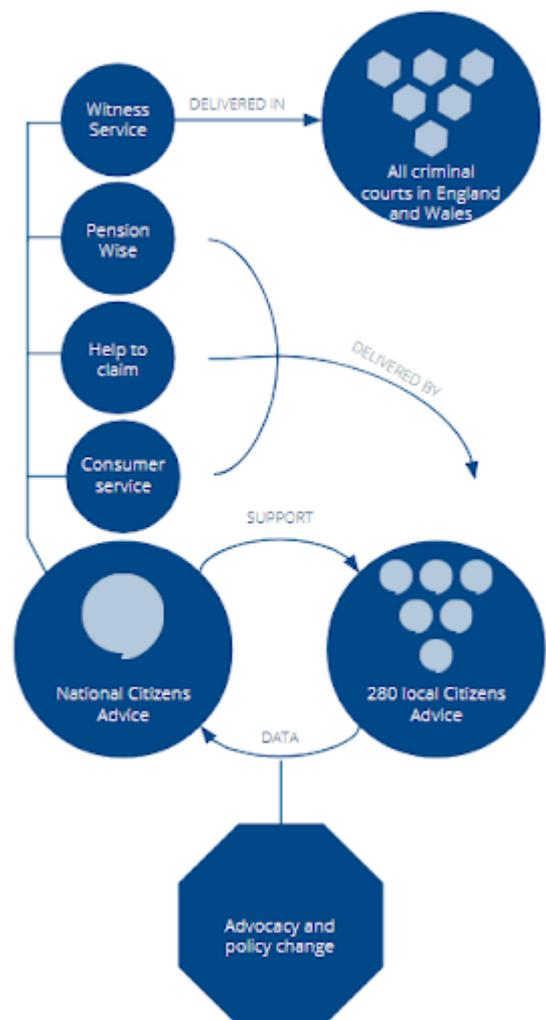
The Citizens Advice network of independent charities, delivers services from

- over 600 local outlets
- over 1,800 community centres, GPs' surgeries and prisons

and do this with:

- 6,500 local staff
- over 23,000 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live.





The role

This is a fixed term contract to 5th April 2021. Hours are negotiable up to a maximum of 37 and will support the Training Manager to train new volunteer advisers. Working remotely, you will provide training and support to our new volunteers.



Role profile

Volunteer Recruitment and Selection

- Promote volunteer opportunities, using different channels to target identified groups, as appropriate
- Deliver recruitment and selection activities that ensure a fit between the organisations needs and the volunteer's expectations.
- With the Training Manager, ensure new volunteers have a quality induction into the learning programme for their role.

Volunteer Support and Supervision

- Assist the training manager to ensure the effective performance management of volunteers and staff through regular supervision sessions and the appraisal process.
- Help to organise activities to recognise and reward volunteers are in place and delivered.
- Ensure volunteers are aware of the policies and procedures in place to manage how they operate within the organisation.
- Create a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and people can do their best.

Training

- Assist trainees through self-learning modules and review progress on a regular basis.
- Ensure trainees and other staff are informed of the activities, content and practical issues in the Citizens Advice learning programmes.
- With the guidance of the training manager, research, design and deliver training programmes, sessions, lesson plans and materials.

Administration

- Provide oral and or written reports on progress for the line manager.
- Ensure trainees are booked on to training courses, events and stocks of training materials are maintained.



Person specification

Essential Criteria

- Ability to communicate effectively orally and in writing, particularly in an education and development setting.
- Ability to manage volunteers, volunteering issues and a commitment to the value of volunteering.
- Ability to contribute to, implement and deliver training modules, combined with understanding of adult learning techniques / theories.
- Ability to give and receive feedback objectively and sensitively. A willingness to challenge constructively.
- Experience of providing advice / training in Citizen Advice setting or equivalent is desirable, but not essential.

In accordance with Citizens Advice national policy we may require the successful candidate to be screened by the DBS. However, a criminal record will not necessarily be a bar to your being able to take up the job.



Terms and conditions

The FTE salary for the role will be £22,680 to £26,200 dependent upon experience

As part of our commitment to being a flexible employer, applications are welcomed from candidates who are able to offer anything up to 37 hours per week.

This is a fixed term contract ending on 5th April 2021 and the post also benefits from 25 days annual leave (pro rata to days worked).



Applying for this post

To apply for this post, please complete our application form, which can be found on our website, www.gloscab.org.uk. Completed application forms should then be emailed to info@gloscab.org.uk. Please note that due to the urgency of making this appointment we have not stipulated a closing date and applications will be dealt with upon receipt.