

**Vacancy Information Pack**

**Volunteer Recruitment, Training and Development Officer**

Dear Applicant,

Thank you for expressing an interest in our vacant Volunteer Recruitment, Training and Development Officer post**.**

Citizens Advice Halton is seeking to appoint **a full time** **Volunteer Recruitment, Training and Development Officer** to join our service delivery team. Citizens Advice Halton has two main offices in Widnes and Runcorn. You will be required to work at both of these offices and at outreach locations.

Before completing the application form, please make sure you fully read the following pages:

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**When assessing applications for the post we will expect you to meet the Person Specification and Job Description.**

The deadline for submitting a completed application form and the diversity monitoring form is;

***Closing Date:***

***Monday 3rd November 2025 at12pm***

In the first instance **all** completed application forms **(CV’s will not be accepted)** should be returned to;

**Citizens Advice Halton, (Widnes Office)**

**Unit 3 Victoria Building, Lugsdale Road, Widnes, WA8 6DJ**

**Email: jobs@citizensadvicehalton.org.uk**

We plan to shortlist immediately, and the interviews will take place within 2 weeks of the closing date. We are unable to acknowledge receipt of applications. We are unable to provide feedback on applications. If you have not heard from us within 10 working days of the closing date, you can assume that you have not been shortlisted for interview on this occasion.

**Background Information**

Citizens Advice Halton provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. We value diversity, promote equality and challenge discrimination.

**We aim:**

* **To provide the advice people need for the problems they face**
* **To improve the policies and practices that affect people’s lives**

Our advice is free, independent, impartial and confidential. The Service is non-judgmental, offering assistance as appropriate to all callers. We aim to be equally accessible to everyone who seeks or needs our help, regardless of age, race, religion, gender, HIV status, disability, sexuality or other form of discrimination. All our advice workers, whether paid or volunteer, are professionally trained to provide an accurate, quality service and to be supportive to clients.

**How the service operates:**

Citizens Advice Halton deals with over 15,000 enquiries a year, giving detailed information, advice and support to people on every subject. The majority of problems concern welfare benefits (37%) and debt (40%), followed by employment and housing law. Citizens Advice Halton has offices in Widnes and Runcorn.

or more information about the work of the Citizens Advice service please visit the following website; [**www.citizensdadvice.org.uk**](http://www.citizensdadvice.org.uk)

**Summary Terms and Conditions of post**

**Job Title:** Volunteer Recruitment, Training and Development Officer

**Reporting to:** Deputy Chief Officer

**Salary:** £28,000 -£31,000 (dependent on experience)

[+ up to 4% pension]

**Hours of Work:** 35 Hours Per Week

**Type of Contract:** Permanent

**Annual Leave:** 25 days annual leave + Bank Holidays (pro rata)

**Role Purpose**

To recruit, induct, train and support volunteers and trainees, ensuring they achieve and maintain competency in line with Citizens Advice standards. The post-holder will play a key role in volunteer retention, learning and development, and supporting high-quality service delivery through effective training and supervision.

**Key Functions**

* Lead on volunteer recruitment, induction and retention.
* Deliver training and development for volunteers and trainees to achieve and maintain competency.
* Provide structured supervision, feedback and performance management.
* Contribute to organisational training and volunteer strategies.
* Ensure outcome metrics are built into training and provide regular reporting to management.
* Promote and integrate research and campaign activity within volunteer development.
* Contribute to a positive working environment that upholds equality, diversity and inclusion.

**Main Duties and Responsibilities**

**1. Volunteer Recruitment and Induction**

* Work with the Service Manager to assess and plan volunteer requirements.
* Promote volunteering opportunities using a range of channels.
* Coordinate recruitment and selection processes, ensuring a strong match between organisational needs and volunteer expectations.
* Provide a comprehensive induction to the organisation and Citizens Advice standards.
* Ensure accurate record keeping for recruitment, induction and exits.

**2. Volunteer Support and Supervision**

* Support volunteers to access training and development to meet role competencies.
* Plan and oversee induction and training programmes to ensure readiness for advice delivery.
* Carry out supervision sessions, appraisals and progress reviews with the Deputy CO
* Identify development needs and take action to improve quality of advice and service delivery.
* Provide constructive performance management to maintain effective delivery and retention.

**3. Learning, Development and Training**

* Use Citizens Advice training modules to train and support volunteers and trainees to competency.
* Deliver group and one-to-one training sessions as required.
* Assess competence with the Quality Lead through observation and review.
* Provide technical support and guidance to volunteers and trainees, ensuring knowledge remains current.
* Coordinate shadowing, mentoring and coaching opportunities.
* Ensure equality, diversity and inclusion are embedded within all training activity.

**4. Planning and Development**

* Contribute to the organisation’s training and volunteer strategies.
* Support resource planning to ensure the service is adequately staffed with trained volunteers.
* Work collaboratively to ensure training meets organisational and funder requirements.

**5. Reporting and Evaluation**

* Track, monitor and report on volunteer progress, training outcomes and competency.
* Analyse results to provide clarity on development needs and progress to management.

**6. Research and Campaigns**

* Promote the importance of research and campaigns within Citizens Advice Halton.
* Keep up to date with current issues and integrate them into training and development activity.

**7. General Duties**

* Work cooperatively with colleagues, promoting teamwork and good communication.
* Attend meetings, training and supervision as required.
* Maintain awareness of ICT and case management systems to support service delivery.
* Ensure work reflects Citizens Advice aims, policies and procedures.
* Abide by health and safety guidelines and take responsibility for own and others’ wellbeing.
* Carry out other reasonable tasks as requested consistent with the role.

**8. Professional Development**

* Keep informed of changes in legislation and best practice relevant to volunteer recruitment, training and support.
* Undertake regular training to maintain and develop professional skills and knowledge.

**Values and Behaviours**

The post-holder must:

* Understand and be committed to the aims, principles and policies of the Citizens Advice service and work in line with the organisational behaviours framework.
* Positively promote the integrity and reputation of Citizens Advice Halton in all activities.
* Contribute to a positive working environment that values equality, diversity, dignity and respect.

**Person Specification**

**Essential**

**Qualifications**

1. Citizens Advice Certificate in Generalist Advice Work, or equivalent qualification/training (A)
2. GCSEs in English and Mathematics, or equivalent level of literacy and numeracy (A)

**Experience and Knowledge**

1. Proven experience of giving advice in welfare rights (benefits, debt, housing) and supporting the development, supervision and appraisal of staff and/or volunteers (A, I)
2. Experience of recruiting, inducting and retaining volunteers in a voluntary/community setting (A, I)
3. Experience of designing and delivering training, workshops or learning activities, and monitoring performance against agreed standards and funder requirements (A, I)
4. Knowledge of quality assurance processes, safeguarding and confidentiality in an advice setting **(**A, I)

**Skills and Competencies**

1. Excellent communication skills, both written and verbal, with the ability to train, present and write reports clearly (A, I)
2. Strong organisational and IT skills, with the ability to analyse data, maintain accurate records and produce meaningful reports (A, I)
3. Ability to motivate, inspire and support volunteers, work collaboratively within a team, and foster equality, diversity and inclusion (A, I)

**Personal Attributes**

10. Highly motivated, adaptable and self-directed, with a commitment to continuous learning and a flexible approach to service delivery, including occasional work outside normal office hours **(I)**

**Desirable**

**Qualifications**  
11. AET Award (formerly PTLLS) or equivalent qualification/training **(A)**

***Key to Abbreviations***

* ***A*** *= Assessed through Application form*
* ***I*** *= Assessed at Interview*

**GUIDANCE NOTES FOR APPLICANTS ON COMPLETING THE APPLICATION FORM**

* The form should ideally be typed (or at the very least completed in black ink or black ballpoint pen). This will make it easier for photocopying purposes. **Please do not send in your CV**, it will not be considered if you do.
* One of your referees should be your present or most recent employer. If you have not been employed or have been out of employment for a long time, please give the name of someone who knows you sufficiently well to confirm the information you have given and to comment on your ability to do the job. This should **not** be a relative or purely personal friend.
* The enclosed person specification lists the minimum requirements for this post. When shortlisting for interview the selection panel will only consider the information contained in your application form.
* The selection panel cannot make assumptions about the nature of the work you have done or your experience from a list of job titles. It is therefore important that you use the space provided to demonstrate how you meet the requirements. Paid and voluntary work are not the only experiences worth quoting. Other life experiences and skills may be just as valid.
* If you are shortlisted for interview, the selection panel will ask you questions based on the person specification and job description which will cover the areas in more detail.
* In accordance with Citizens Advice national policy, for some posts we will ask the successful candidate to be screened by the a Disclosure and Barring Service . However a criminal record will not necessarily be a bar to your being able to take up the job.
* If you have not been invited to interview within 2 weeks of the closing date you can assume that your application has not been successful on this occasion.

**Citizens Advice Halton**

**Unit 3, Victoria Building, Lugsdale Road, Widnes, WA8 6DJ**

**Tel: 0151 257 2443**

**Email jobs@citizensadvicehalton.org.uk**

**www.haltoncab.org.uk**