

Recruitment Pack

Training Officer

18.5 hours - Bedworth, Rugby and Nuneaton Citizens Advice
18.5 hours - Citizens Advice South Warwickshire

Salary: up to £26,525 FTE depending on experience
Reporting to: Eloise Lyall, County Training Lead

Closing Date: Friday, 2nd August at 09:00



Introduction from Julie Robinson Chief Executive

Thank you for taking the time to consider applying for a county wide role based at Citizens Advice South Warwickshire and BRANCAB . As part of a national network of Citizens Advice offices, we work to make society fairer by helping our clients find a way forward whatever individual problems they may be facing. We do this through our core advice services available by telephone and email, and through all of our projects which are funded by a range of local funders. We also help to champion change at a local and national government level through our research and campaigning work.

Our Values:



Our clients

Our clients have faced several years of challenging circumstances with the Cost of Living crisis. There are significant pockets of deprivation, rural challenges of isolation, access to services and work, significant fuel poverty and affordability, especially in relation to housing.

Our local research and campaigns (R&C)

The stories our clients tell us provide us with a unique insight into the problems faced by people living in Warwickshire. We are able to spot developing trends and this helps us to create campaigns and speak up for our clients to those in decision-making roles. By raising issues nationally we can create a public debate, change things for the better, and help many more people

than those that contact us. Our R&C team work across Warwickshire to ensure the voices of our clients are heard.

How to Apply

Instructions

The closing date for applications is: Friday, 2nd of August at 09:00.

Interviews: Friday, 9th of August.

South Warwickshire Citizens Advice interviews will draw out the skills and competencies required for each role. As part of our recruitment process for this role, we may ask you to prepare a short presentation answering a specific question, which you will receive ahead of the interview date. We will use the presentation as part of the overall scoring for the recruitment process and consider the score an integral part of our decision-making.

Please note that when shortlisting we base our scoring and decision making on the answers you provide in the personal statement section on the form. Please take the time to ensure that you address each aspect of the Person Specification, providing examples from your working life, previous roles or volunteering experience. We do not accept CVs.

To apply, please complete the [Application Form](#) or if you would prefer a paper copy, please email us at:

recruitment@casouthwarwickshire.org.uk .

Please refer to:- Application Guidance Notes before completing the form.

[Copy of Guidance notes for applicants 2024...](#)

If you are unable to make an electronic application, you may submit your application on paper and post to:

Recruitment

Citizens Advice South Warwickshire
10 Hamilton Terrace
Holly Walk
Leamington Spa CV32 4LY

Please ensure your application arrives before the deadline of Friday, 2nd August 2024.

Selection Process

After the closing date, we will consider all applications carefully and invite those candidates who appear, from the information available, to be the best-suited for the post to interview.

It is important therefore that your application gives a full but concise description of the nature, extent, and level of the responsibilities you have held.

If selected, details of the interview process will be sent to you by email or letter.

Data Protection

We will use your application only to inform the selection process. Your application will be kept on record for 12 months after which we will destroy it. If you are successful, it will form the basis of your personnel record with us and we will store it in a manual file. We will hold any data about you in completely secure conditions with restricted access.

We will include data that you provide on the diversity monitoring form in a general database for statistical monitoring purposes only enabling us to monitor the effectiveness of our policy on Equal Opportunities and Employment. Individuals will not be identified by name.

We shall consider that by submitting the enclosed forms you are giving your consent to the processing of your data in the ways described above.

Religious Divergence

We respect the diversity of our employees and that they come from a variety of religious backgrounds. Our policy is to respect all religious faiths and we will, where reasonably practical, be supportive when staff want to follow their regular practices connected with their religion.

Policy on Employing Foreign Nationals

Under United Kingdom immigration rules, it is a criminal offence to employ a person who is subject to immigration control and who has not

been granted leave to enter or remain in the UK, or does not have permission to remain in the UK.

Citizens Advice South Warwickshire therefore has a legal obligation to carry out document checks to ensure that you have a legal right to work in the UK. It is also a requirement that we retain copies of the relevant documents.

To avoid potential unlawful discrimination claims we will carry out appropriate checks on all candidates. For this role that will mean a Basic DBS Check.

Terms & Conditions:

- 28 days annual leave including
- 3 days retained for Christmas/New Year close down
- Sick Pay
- 3% Employer pension contributions
- 45p per mile for travel in the delivery of the role

Benefits

We also offer a range of additional benefits:

- Flexible working arrangements
- Fees paid for membership in relevant professional bodies
- Regular professional development
- Health & Wellbeing services provided through Occupational Health
- Free eye tests and contribution towards lenses/spectacles for Computer users if appropriate

Health Clearance

Any offer of employment will be subject to satisfactory completion of a Health Questionnaire and should you disclose any health issues, then any offer of employment will be subject to a satisfactory assessment by Occupational Health. Occupational Health will identify whether there are any reasonable adjustments which can be made to support you at work.

References

All job offers are subject to receipt of satisfactory references

Job Description & Person Specification

JOB DESCRIPTION

Training Officer x 2

Salary: £26,525 pro rata

Hours of work: 18.5 per week per role

Reporting to: Eloise Lyall, County Training Lead

Place of work: Bedworth, Rugby and Nuneaton

The main training site is Leamington Spa and BRANCAB (all sites) although this could be subject to change, with several outreach venues across Warwickshire. Travel will therefore be involved (expenses will be paid) and ***the role holder will need to have their own transport with Business Use insurance*** and be able to work flexibly. Working from home may be an option, to fit in with business needs.

Context of the Role:

The role of the Training Officer is to recruit, develop, support, and retain volunteers for CASW and BRANCAB as partners in delivering quality services for our clients. This will contribute to a strong, well-equipped volunteer workforce that delivers quality advice to communities in channels that are appropriate to them. The role also involves oversight of mandatory training of Trustees, and support towards the embedding and training of new paid staff who join the service. Overall, the Training Officer will have responsibility over organizing training plans.

Underpinning all of this work is the core Values that CASW launched this year. All staff and volunteers must demonstrate an understanding and commitment to our Values in their work with

us, and the Training team as a whole is critical in ensuring this is understood from the very start of the journey with us.

Research and campaigns

- Promote the importance of research and campaign work to CASW volunteers and external bodies.
- Support the Social Policy Research and Campaigns officer to place suitable volunteers in the R&C function.

Other duties and responsibilities

- Promote the work of the Citizens Advice service to outside individuals and agencies
- Abide by health and safety guidelines and share responsibility for your own safety and that of colleagues
- Carry out any other tasks that may be within the scope of the post to ensure the effective provision of the advice service.

	Criteria	Essential/ Desirable		Innovation and ability to keep abreast of developments	
1	Demonstrable communication skills, evidenced by experience of delivering training or other learning activities to small groups	E	7	Ability to understand and complete a full training cycle (assess needs, plan, develop, coordinate, monitor and evaluate) in order to contribute to planning and implementation of training programmes	D
2	Proven organisational skills with the ability to handle multiple assignments and prioritise accordingly	E	8	An understanding of the work of the Citizens Advice service and commitment to its aims, policies, and principles	D
3	IT skills with competency in learning new technologies and software including Google suite	E	9	A proven ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively	D
4	Willingness and ability to travel as required	E	10	Ability and willingness to work and contribute to a positive, collaborative, and supportive team environment	D
5	A good up to date understanding of equality and diversity and its application to the provision of advice, and the recruitment, supervision, and development of staff	E	11	Experience with e-learning platforms.	D
6	A commitment to	E			