



# CITIZENS UK

## RECRUITMENT PACK

**citizensUK**

**citizensUK**  
**migrants**  
**& refugees**

**LIVING WAGE**  
FOUNDATION

PART OF  
**citizensUK**

**parent**  
**action**

PART OF  
**citizensUK**

## MESSAGE FROM MATTHEW BOLTON

Thank you for your interest in working for Citizens UK.

We are the UK's biggest, most diverse and most effective people-powered alliance. We bring communities and local organisations together to work on issues that matter; from campaigning for zebra crossings on dangerous roads, to reforming the immigration system, to the Living Wage campaign.

We have pioneered community organising in the UK, as a force for social change and democratic renewal. As our work expands and develops in new ways, we stay connected to a strong set of values, ethos and culture. Our staff team comes from a wide range of backgrounds, doing a range of different roles, all of which are crucial to the impact we have.

This work is rewarding and can be challenging; it requires a personal commitment to inclusion, a willingness to listen and disagree respectfully, and an interest in working in an organisation where our staff, member institutions and leaders will come from a diversity of backgrounds and often hold views that may be very different from our own.

I've been here for more than 15 years, and it's been a great journey, with a growing number of staff building their careers here. I love the organisation because it has a special combination. We make a big impact on issues of social justice that I care about, from the living wage, mental health, housing, and immigration injustices; and we stay firmly based in local communities, with everyday people sharing their stories building relationships and taking leadership. We look forward to receiving your application.

**Mathew Bolton, Chief Executive & Lead Organiser**



# Who We Are

## Citizens UK

Citizens UK is the UK's biggest, most diverse and most effective people-powered alliance. We bring communities and local organisations together to work on issues that matter; from campaigning for zebra crossings on dangerous roads, to reforming the immigration system, to the Living Wage campaign. We have a track record of winning change through hundreds of local and national campaigns. We know everyday people have the ability to shape the world around them. We believe that through developing local leaders, we can drive nationwide change and create community-led solutions to big and small problems.



## Living Wage Foundation

The Living Wage movement began in 2001, after Citizens UK brought together communities in East London to discuss poverty and low pay. The campaign grew in momentum and soon required a mechanism to recognise employers who wanted to join the movement, which saw the establishment of the Living Wage Foundation in 2011.

Still part of Citizens UK today, the Living Wage Foundation continues to work with community organisations to make sure the voices of both workers and businesses are part of the Living Wage movement. We now work with over 15,000 employers, benefitting over 460,000 people and winning over £3bn of better wages for people who need it most.

To find out more, visit:

[About us | Citizens UK](#)

[Who we are | Living Wage Foundation](#)





### **Our mission**

At Citizens UK, we have four strategic aims which all parts of our organisation contribute to:

#### **Develop leaders**

We identify people with the appetite or potential to lead change and provide them with opportunities and support to become more powerful and effective. These people might be experiencing injustice themselves; they may be a community leader from a civic institution, or they might come from the public or private sector.

#### **Strengthen institutions**

We support institutions to grow and become more effective at making change together. Our primary purpose with this aim is to strengthen societal institutions to achieve a better balance of power between civil society, the market, and the state. Most of the institutions we work with are civic, e.g., schools and faith institutions, but we also engage with the private and public sectors to develop allies who can help deliver our mission.

#### **Make change**

We are working together to make change on the issues that matter, from campaigning for zebra crossings on dangerous roads, to reforming the immigration system, to the Living Wage campaign. We're shifting the balance of power, helping people come together across their differences, find common ground and win change.

#### **Build trust across difference**

We build trust across difference by nurturing relationships between communities and individuals that may not usually come together but discover strength in what they share. Everyday people from our member institutions — faith groups, schools, unions, healthcare organisations, and more to form deep bonds through common goals and personal experience. By acting together, they find connection in the struggle for justice.

# Our Impact

We believe that everyday people have the ability to shape the world around them. Here's some examples of what communities who have come together have achieved.

## Campaigning for a fairer pathway to citizenship

Up and down the country, there are people in our communities who have migrated to the UK and made this country their home. They have put down roots in Britain, and work, study, worship and volunteer here. Yet they face a citizenship system so complex, slow and costly that it leaves them fearful, isolated, and stuck in limbo.

Citizens UK launched a national campaign in 2023 to make citizenship more timely, affordable, and fair. Through listening to over 2,000 people, we exposed widespread barriers and set bold five-year goals.

Ahead of the campaign's 2024 parliamentary launch, 42 constituency teams made up of local people met with MPs to secure their support. The launch itself, which was attended by over 80 community leaders and MPs, established the cross-party Citizenship Network. MPs are now sharing stories from their communities in Parliament, strengthening the campaign and building momentum for real change.



## Improving access to mental health support in schools

Building on Tyne & Wear Citizens' success in winning funding for school-based counselling, Brighton & Hove Citizens organised and took city-wide action, from petitions and carol singing to getting journalists involved. As a result, they secured over £400,000 to provide counselling in every secondary school. Brighton and Hove became the first city in the country to roll out school-based counselling across all its secondary schools.

This win sparked organising across seven other Citizens UK chapters, leading to national commitments from some of the main political parties to put mental health professionals in all schools. Thousands of students, teachers, and leaders have been developed through these campaigns, and the legacy is an improvement of mental health support for tens of thousands of young people.

## Campaigning for a real Living Wage

The Living Wage Campaign brings people, businesses and communities together across the UK to end the injustice of in-work poverty. Nationally, the Living Wage Foundation has accredited 15,000+ employers, delivering £3.6 billion in pay rises to date — with 50,000 workers uplifted in the health and social care sector. Employers are also adopting Living Hours and Living Pensions to make work more secure.

Since launching our Making London a Living Wage City project in 2021, we've secured 52,000 pay uplifts worth £346 million through employer accreditations in the Capital alone. This has resulted in £346m going back into workers' pockets, in London and beyond.

This success is powered by local alliances of everyday people, such as West London Citizens, who secured the accreditation of all nine NHS Trusts locally which resulted in a wage uplift for 1,670 workers. They took multiple public actions at hospitals across the chapter, engaged their local MPs, and heard Living Wage commitments from one trust after the next. Meanwhile, South London Citizens took on a suite of iconic London cultural institutions on the South Bank.

Starting with a community walk during which leaders delivered letters to the employers, they held a series of creative actions — from Valentine's cards to red carpet launches and theatre productions — resulting in the accreditation of the Tate, Shakespeare's Globe, the BFI, and the National Theatre.

## Strengthening families and communities through Parent Action

Parent Action brings parents together to build confidence, strengthen relationships, and take action on issues affecting them and their families.

Since launching in Southwark and North Tyneside, Parent Action has supported hundreds of families through sessions like MumSpace, DadSpace, Family Food Clubs and book-sharing sessions.

Many of these are run by parents, for parents. Independent evaluations show powerful results, with significant improvements in parents' mental health, stronger support networks, and better child-parent relationships. For example, research found that parents' social support network significantly increased after six months of attending MumSpace.

Many parents who get involved have gone on to become community leaders, using their experience to shape local campaigns and win change for others through broad-based organising.

# Equality Statement

We have a small, dedicated EDI team and ongoing programme of work in support of our mission-first organisational culture and strategic aims. We have run workshops to challenge and develop our inclusive approach and have a vision for inclusion. We have made commitments to develop and invest in our employees and this includes fostering an inclusive culture, responding effectively when things go wrong, and becoming a more family-friendly employer.

We strive to live and build a culture around our six core organisational values, where we encourage, constructively challenge and interact: 1. Relationally, and with: 2. Courage, 3. Inclusion, 4. Kindness, 5. Integrity, and 6. Solidarity.

We also have Workplace Employee Networks for LGBTQIA+, carers, disabled and racialised minority ethnic employees which offer both open and closed spaces for community and peer support, social learning and building solidarity across difference.

In line with our inclusion value, we want applications from LGBTQIA+ people, people from racialised minority ethnic communities, people from working class backgrounds, disabled people and people of faith to better represent the communities we work in. You would be joining an already quite diverse workforce and a workplace culture that actively fosters inclusive leadership, active listening and reciprocal feedback, accountability, and action taken with both care and candour.

Many of our employees enjoy flexible and hybrid working, and we are open to adapting/ flexing our roles to embrace a diverse workforce. We also encourage applicants to talk to us about reasonable adjustment needs in the application and interview process. If you are interested in a particular vacancy and wish to discuss flexible working or reasonable adjustments, please contact: [recruitment@citizensuk.org](mailto:recruitment@citizensuk.org).

Even if you do not quite meet all the essential criteria still consider applying, as we invest in our employees and support them to develop the skills, leadership and knowledge required to deliver their role.

# Employee Benefits

## Employee Assistance Programme -

All employees, and their immediate family, can access the 24-7 confidential help and support from our EAP provider.

## Freedom of Association -

We recognise Unite the Union and work closely with Trade Union Co-Chairs to improve our workplace.

## Holiday -

We give 25 days' holiday for a full-time employee. Our holiday increases after 5 years' service to 6 weeks per annum. Plus, we normally closedown for several days over Christmas which is not taken from your holiday.

## Being a Parent - We support our eligible working parents in various ways including:

- **Paternity Pay** – we pay more than statutory; we give 5 weeks leave with full pay
- **Maternity\Adoption Pay** – we pay more than statutory, we give pay 9 weeks at full pay, 22 weeks at half pay + Statutory Maternity Pay or Statutory Adoption Pay

## Pension -

We automatically enroll employees into The Pensions Trust defined contribution pension scheme. Members contribute 5% of pay and Citizens UK contributes 10%. Members may also increase their contribution level. Active members of the scheme have Life Assurance of twice annual salary.

## Work Life Balance -

We actively encourage a sensible approach to work to avoid over-working. Our full-time hours are 37.5 hours per week. We have a Time off in Lieu (TOIL) Policy. All employees are encouraged to request flexible working if it will assist their work-life balance whilst still delivering their role. If employees have a disability or long-term condition, they are also entitled to request reasonable adjustments.

We also offer:

- Cycle To Work scheme
- Free basic eye tests and flu jabs
- Free fruit & drinks at the London HQ
- Marriage\Civil Partnership leave
- Professional membership reimbursement
- Salary advances
- Paid sabbaticals

Read more about the [benefits of working at Citizens UK](#).

# Why work at Citizens UK?



I enjoy the fact that everyday is different and full of people collaborating and turning challenges into opportunities. The vibrant energy of our team spurs me on and grounds our shared mission. It's great to be able to work with colleagues who have the same values and commitment to making change in today's world.

**Caroline Verdant, TELCO Community Organiser**



I have been working for Citizens UK since 2016 and I've loved every step of the journey. No two days are the same, which makes it so enjoyable. I feel honoured to be a part of an organisation that helps to make people's lives better, and I enjoy being a part of a diverse team. My colleagues are kind and supportive and have a strong sense of integrity. They also have a great sense of humour, which makes working with them a joy!

**Marta Toba, Senior Operations and Events Manager**

[Jobs and opportunities - Citizens UK](#)

## Want to know more about what Community Organisers do day to day?



**A Day in the Life: Fiona Meldrum, Lead  
Organiser, Wales  
- Citizens UK**



**A Day in the Life: Dilraj Kaur, Senior  
Organiser, Peterborough Citizens -  
Citizens UK**



**A Day in the Life: Zain Hafeez,  
Organiser & Strategic Partnerships  
Manager, MARO  
- Citizens UK**

# Citizens UK Organisational Chart

## Trustee Board, Citizens UK

Personal & Safeguarding  
Sub-Committee

Finance,  
Risk & Audit  
Sub-Committee

Mission, Membership  
& Governance  
Committee

Nominations  
Sub-Committee

LWF  
Advisory  
Board

CUK  
Leadership  
(member orgs)

## Executive Team

Chief Executive & Lead Organiser | Director, Finance & Ops | Director LWF & Regional Development |  
Director, Comms & External Affairs | Director, London

Living Wage  
Foundation

c.60 employees

**Teams:**  
Partnerships & Campaigns  
Membership & Regional  
Development  
Operations & Insights  
Global Living Wage  
Living Hours  
Living Pensions

HQ Team

c.25 employees

**Teams:**  
HR/DEI/Training  
Finance  
Operations & Events  
Communications  
Fundraising

Community  
Organising

c.65 employees

**Chapters:**  
South West & Wales  
Birmingham, Manchester  
Liverpool, Peterborough,  
Nottingham & Leicestershire  
North: Tyne & Wear, Bradford, Leeds,  
Lancashire  
East London: Newham, Redbridge,  
Hackney & City, Tower Hamlets  
South London: Lambeth, Merton,  
Croydon  
North London: Camden & Islington,  
Haringey  
West London  
Brighton & Hove, Thames Valley  
Milton Keynes, Essex  
Migrant & Refugee Organising

Parent Action

c.5 employees



Volunteers

Employees



# How to Apply

## **The Recruitment Process:**

We may run a webinar for some roles, where you can find out more about the role before applying – details will be in the job ad.

We use [Applied](#), an applicant-tracking recruitment system. Applied aims to overcome unconscious bias in recruiting by using blind screening. The application form asks questions to test skills needed for the role and CVs are requested; both the application answers and CVs are anonymised to be scored objectively by the hiring team.

The responses are anonymised, reviewed and scored by the panel. The Applied platform also asks some demographic questions before you start your application. Citizens UK cannot see individual demographic responses, only summary statistics to monitor our candidate pool for balance. Applied aims to give an equal chance to be hired irrespective of background. Candidates can opt out of answering the demographic questions.

Successful candidates will be invited to a panel interview. If there is an additional assessment method (task, presentation, second round interview etc), this will be mentioned either in the interview invite, or at the interview.

Here are some useful articles from Applied on the Applied application process:

[Main elements of an application](#)

[Overview of the Applied way of doing an Application](#)

[I'm applying for a job, what do I have to do?](#)

[Everything you need to know when applying through Applied – Applied](#)

Watch a video on the [Candidate Application Experience on Applied](#)

We welcome applicants from different backgrounds and will do our best to meet reasonable adjustments and access needs for disabilities during and after the recruitment process.

Applicants must already have the right to work in the UK as Citizens UK is unable to sponsor visa applications. Our community organisers work in the community and their employment is subject to satisfactory standard/enhanced DBS checks.

# A Note on the Use of AI

Applied is designed to help reduce bias in the hiring process by focusing on skills and potential, rather than background or personal connections. While technology helps create a fairer process, all decisions are made by people — every application is reviewed and assessed by members of our hiring teams, not by AI.

AI tools don't know what drives you, why you want to work with us, or what matters to you and that's exactly what we want to hear about. So, while AI can support your application, or in preparing for interview, it shouldn't write your application for you or be used in interview. For example, avoid overly generic or AI-generated responses, especially to questions like “Why do you want to work here?” — we're looking for your genuine perspective and interest.

AI-generated content may lack detail and fail to address key criteria outlined in the job description, resulting in lower scoring.

We recognise that AI tools like assistance aids can be helpful when applying for roles — for example, to proof-read your answers or help with formatting. However, we encourage you to ensure your answers reflects your own voice, motivation, and experience. In light of this, Applied has functionality for the hiring team to view what an AI generated answer would look like, and they are able to flag any application answers they wish to look at again, whether to compare different answers to AI generated ones, compare between different answers, or look at the content in more detail.

Click to read more about [Applied and AI.](#)



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