



Thank you for your interest in working at Citizens Advice Bury & Bolton. 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 Bury & Bolton.

The Role

Job title	Community Advice & Engagement Manager
Salary	£31,000 - £34,500 dependant on experience
Contract	Permanent
Hours	35 hours per week
Location	This role will be hybrid (80% in office across 3 sites or in the local community, 20% remote) following completion of required training

We believe inclusion is a social justice issue - a principle that underpins our EDI work. To that end, we particularly welcome applications from **local** individuals who are representative of the local communities we serve - this is not just a matter of diversity but of strategic importance to ensure our services are grounded in the realities of our communities. Please complete our anonymised EDI monitoring form using this [link](#).

Want to chat about the role?

If you would like an informal chat about the role or the application process, please use this [link](#) to book in a MS Teams or phone call with our HR team.

Application Process

Submit your online application using this link, along with a copy of your CV and cover letter by 22nd May 2026

Your cover letter should be no more than 1 page and should answer the following questions;

Why do you want to work at Citizens Advice Bury & Bolton

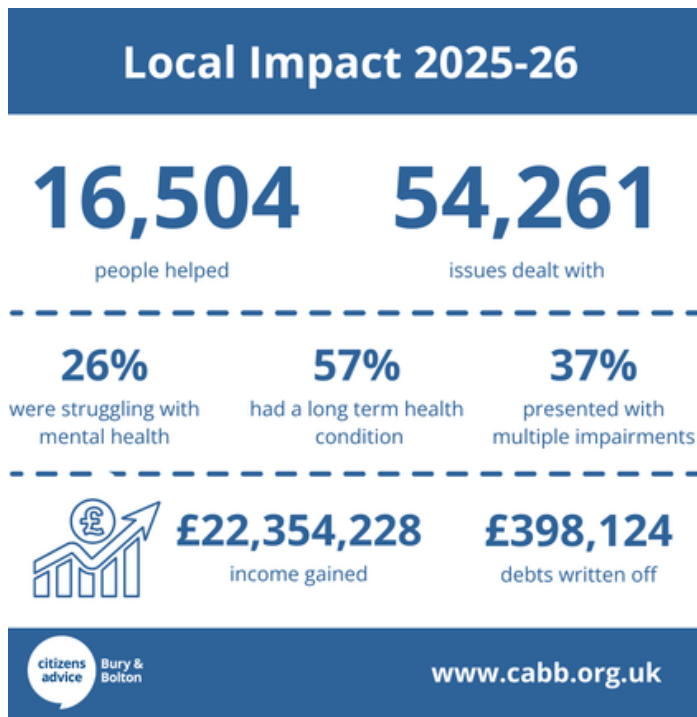
How will your skills, knowledge and experience meet the person specification and key responsibilities of the role

Please note we will be actively interviewing successful candidates during the application stage and reserve the right to close the vacancy early.

Citizens Advice Bury & Bolton (CABB) – About Us

We are a dedicated local charity committed to offering free, confidential, and impartial advice, information, and support to individuals across Bury & Bolton (with some out of area services). Whether individuals are facing a single issue or a complex set of problems, we provide personalised one-to-one advice.

Here is our latest service statistics and a recent community outreach client case study:



The client presented about her son who was under 3 and had learning, speech & language difficulties. The client had a support letter from health visitor, but due to age no formal SEN assessments had yet taken place, however the client could still apply for DLA. We initially advised the client to request a supporting statement from the childcare setting, and to return with this so the DLA application could be submitted. We also advised the client to attend a local community centre for support with food.

The outcome for this client is that DWP have agreed to pay the middle rate of DLA for the child (backdated to application date) with a review in 2027.

Here is what she had to say about the support and advice they received:

"Thank you to Citizens Advice for your help, the DLA will make a big difference to us and we are now looking to move to accommodation which is more suitable and we can afford to buy fresh food. Thank you".

Quality of advice, independence and accreditation are an important core element of our services. We are proudly accredited by:



SQM



We value diversity, promote equality and challenge discrimination.

We are committed to putting equality and equity at the heart of everything that we do, with the overarching aim of being the go-to charity for anyone across Bury & Bolton in need of help, to find a way forward. This means we look at improving access, treating people with empathy and promoting an inclusive working environment for all of our colleagues.

Find out more about us via:

[Our website](#)

[Citizens Advice Campaigning Site](#)

[National Citizens Advice Website](#)

Role Purpose

Citizens Advice Bury & Bolton (CABB) is a leading provider of legal advice and information, supporting thousands of clients every year. We are a busy, client focused and dynamic service with a track record of delivering high quality advice face to face, over the phone and digitally.

Our communities are facing unprecedented challenges with rising costs. The rising cost-of-living continues to directly impact individuals and families, with more people than ever in negative budgets, debt and housing crises.

This role would provide direct line management to the following teams:

- Client Services Team - the initial access points for up to 80% of clients accessing our services. From client facing work at our local town centre premises through to processing our online referral forms, this team is integral to ensuring that clients can access our services.
- Volunteer Team - led by 2 part-time volunteer supervisors, our team of 30 volunteers deliver advice to clients over the phone and face to face. Delivering over 6000 hours of volunteering per year, this team has increased by 50% in the past 12 months and is continuing to grow across the organisation.
- Community Outreach Team - responsible for delivering community outreach advice sessions across Bury and Bolton, as well as representing CABB in local/ neighbourhood meetings and building relationships with key community stakeholders. This team attended over 700 sessions in 2025, and with increased resources we now envisage this to continue increasing, ensuring we are delivering advice to our clients in the spaces and places they feel comfortable in, removing barriers to advice.

These teams collectively make up our client access points, in 2025-2026 supporting over 16,000 clients to access our services and receive information, guidance and advice.

There's no 'average' day for our teams - each client, case and community location is different. You will be responsible for supporting these teams, enhancing the service and ensuring that we are able to provide high quality information, guidance and advice to clients when they access our services.

You will be part of the Delivery Leadership Team, a well-established team of managers responsible for their areas of specialist advice.

This is a fantastic opportunity for personal and professional development, where you will be fully supported in this role, with development opportunities available.

About you:

- Experience of managing operational/ client facing teams (preferably within the advice sector but not essential),
- Excellent interpersonal skills to engage with a diverse range of team members, clients and stakeholders,
- Great communication and networking skills to represent CABB at community meetings and events,
- Organisational skills with the ability to adapt, prioritise deadlines and competing tasks in a fast-paced environment,
- Be empathetic, compassionate and resilient, understand how to use trauma informed approaches,
- A genuine passion for place-based support and breaking down barriers for clients.

Role Profile

Key accountabilities	Key elements & tasks
Service Delivery and Management	Hold responsibility for ensuring our client access points is best able to meet local need, is effectively managed, consistently delivered and developed to provide an accessible, inclusive and high-quality service to residents in our local communities.
	Represent and liaise with stakeholders including local authority representatives, community leaders and funders.
	Attend and contribute to community-based, VCSE and Local Authority meetings and events.
	Proactively seek new opportunities to develop our community outreach sessions, focusing on areas with high index of multiple deprivation, and communities not represented within our client base
	Using quantitative and qualitative data, prepare regular funder reports, ensuring all teams are accurately recording client and case data on our case management systems.
	Monitor and review consistency of practice and provision, initiate service improvement and development programmes to ensure that service delivery standards are met.
	Develop knowledge within the teams to enhance the client journey, from signposting and referral information through to the development of new and innovative ways to deliver advice to clients.
	Work closely with colleagues within the Delivery Leadership Team to ensure delivery of high-quality holistic advice across the organisation.
	Regularly review the volunteering offer across the organisation, providing opportunities for volunteering in dynamic and flexible manner to increase opportunities available for local residents.
	Ensure the team maintain clear case and funder records for the purpose of information retrieval, and statistical monitoring and report preparation (using national case management system; Casebook).
	Working with the Head of Advice, create a culture of continuous improvement relating to client contact and case recording, learning from Quality of Advice Assessments and case checking processes.
	Working with the Head of People & Operations, ensure all access points are in line with Health & Safety regulations and represent CABB positively.
	Maintain an awareness of the operating environment, such as legislative developments, social trends and local needs, likely to affect demand for advice and opportunities for service development. Develop and maintain reference and background information around relevant Social Welfare Law.
Performance, Personal Management and Administration	Achieve performance targets required of the post (KPIs) and ensure that the advice given meets the standards of Citizens Advice Quality Assurance Framework and Advice Quality Standard (AQS).
	Take ownership for monitoring own workload.
	Comply with operational management systems of supervision, objectives, appraisal and induction; including engagement with constructive engagement/ feedback.
	Comply with data collection procedures and reporting to ensure

	effective recording of performance monitoring, outcomes and client information on case management systems
Service Development, Research & Campaigns	Assist with the development of the service locally, regionally and nationally, publicising work as and when necessary and leading on Research & Campaigns activity across all client access points.
	Actively take part in discussions surrounding 'Live well' programmes, opportunities for CABB to be involved and feed back to wider team
	Work with colleagues to maintain a positive working and learning environment, in which equality and diversity are well managed, dignity at work is upheld and volunteers achieve their full potential.
	Carry out other tasks within the scope of the post to ensure the effective delivery and development of the role.
	Monitor advice enquiries, contributing to research and campaign projects locally, and across the Citizens Advice network through evidence forms, spotting trends and explaining research & campaigns to clients.
Personal Development & Training	Actively participate in Continued Professional Development.
	<p>Ensure through reading, training and consultancy, that your own level of knowledge around housing law is up-to-date and that this is disseminated as appropriate.</p> <p>Identify your own training needs in conjunction with the designated lead/ supervisor and be prepared to undertake appropriate training in line with your training and progression plan</p>
Other duties and responsibilities	Uphold the aims and principles of CABB and our EDI/ policies.
	Liaise, as appropriate, with relevant outside agencies (voluntary and statutory), other Local Citizens Advice offices and other stakeholders.
	Be an active member of the wider team, acting and support colleagues in a collaborative way.
	To comply with all published organisational policies and procedures.
	Work flexibly to undertake such other reasonable duties and responsibilities.

Please note that this 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 Citizens Advice Service is a fast-moving organisation and therefore an employee's duties may be varied from time to time. The post holder accepts that they may be required to work

flexibly and undertake any other work or duties as may reasonably be required, within the

Person Specification – desirable unless otherwise stated

Experience (through paid or voluntary work)

Essential: Minimum 1 years' experience of managing operational/ client facing teams (preferably within the advice sector but this is not essential)

Recent experience of giving information/ guidance to clients in the public or voluntary sector or a regulated environment

Working with groups/ individuals who face complex barriers and disadvantages

Essential: Experience of working in place-based, community settings

Qualifications, Knowledge and Understanding

Demonstrable understanding and awareness of social welfare law

Knowledge and understanding of the diverse communities within our local areas (Bury & Bolton)

Understanding of volunteer management practice

Skills and Abilities

Ability to provide effective management to a small team, ensuring consistency and high-quality work across differing work streams

Ability to promote and deliver a trauma informed approach when dealing with clients in distress

Ability to hold difficult conversations with individuals/ clients in an empathetic and compassionate manner

Ability to adapt communication and methods to ensure inclusivity

Ability to prioritise and organise workload, both within a team and using own initiative to meet deadlines

Ability to communicate effectively with stakeholders across a range of communication channels

Additional Factors

Access to transport and ability to travel across Bury & Bolton is **essential** for this role as you will need to shadow and support the teams

Ability and willingness to work flexibly to ensure high quality service is delivered

Understanding of and commitment to, aims and principles of the Citizens Advice service locally and nationally

What we give our staff

We value the people who work here. As well as things like annual leave and our workplace pension, working at Citizens Advice means getting access to several benefits.

[Citizens Advice Bury & Bolton employee benefits package.](#)



We are proud to be a **Real Living Wage Employer** and a **Supporter of the Greater Manchester Good Employment Charter** – a voluntary membership and assessment scheme which has been created to improve employment standards across all GM employers, regardless of size, sector or geography. We are working towards becoming full members.



Equality, Diversity, Inclusion & Belonging

Equity, Diversity, Inclusion & Belonging (EDI&B) is of strategic importance within the organisation and recognised as integral to all we do as a service.

We believe inclusion is a social justice issue - a principle that underpins our EDI work. To that end, we particularly welcome applications from **local** individuals who are representative of the local communities we serve - this is not just a matter of diversity but of strategic importance to ensure our services are grounded in the realities of our communities.

To help us achieve this, we aim to make our recruitment process as fair as it can be. We also offer support to disabled candidates to make sure no one loses out on a role because of their condition.

Additional information

Please be aware that Citizens Advice Bury & Bolton is not a sponsoring organisation. Therefore, the successful applicant must already possess the right to work in the UK or be able to secure the right to work in the UK independently. Verification of your right to work will be undertaken for successful candidates.

Please see the [CABB website](#) for information on the following:

- Disability
- Entitlement to work in the UK
- Diversity monitoring
- GDPR: How we will use your information
- References
- Criminal Convictions/DBS.

We are the people's champion

We exist to shape a society where people face fewer problems.

We're driven:

By our ambition to make things better for people, individually and collectively as part of the Citizens Advice network

By the power of high quality, independent advice to help people solve their problems.

To change the underlying causes of problems, through working in partnership with local, regional and national organisations.

As a local service, we align ourselves to the Citizens Advice, organisation wide, missions

Provide advice fit for the future

We'll be there for people when they need us, in the ways that help make the biggest impact; such as providing support due to the continued cost of living crisis and ensuring income is maximised. Our specialist areas of advice focus on supporting individuals and communities who are most vulnerable and those who are locked out of the welfare system, or on the verge of being excluded

Close the gap

We'll work to end disparities in access and experience for marginalised people, through proactive partnership working, community engagement and overcoming barriers to access.

Take early action

We'll endeavour to prevent more people reaching crisis by addressing problems earlier.

