



Volunteer, Engagement & Development Manager

Job Pack

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 for the Citizens Advice service.

In this pack you'll find:

- Our values
- 3 things you should know about us
- How the Citizens Advice network works
- Information about the organisation, team and the role
- The role profile and person specification
- The benefits of working for the organisation
- Our approach to equality and diversity.

Citizens Advice Bury & Bolton (CABB) – About Us

We are a dedicated local charity committed to offering free, impartial, and confidential advice, information, and support to individuals across Bury & Bolton (with some out of area services). 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.

As an individual charity, the Board of Trustees have overall responsibility for the strategic direction and oversight of CABB, delegating day to day management and delivery to the CEO and wider Executive Team, consisting of:

- Chief Executive Officer
- Director of Advice & Operations
- Director of Finance

Whether individuals are facing a single issue or a complex set of problems we provide personalised one-to-one advice. During 2023, we assisted 17,000 individuals with over 55,600 unique issues and helped clients gain over £14m.

We do more than fix immediate problems, our advice makes a significant difference to the people we help:





Client Comments



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

We're local

We have offices in Bury and Bolton, and deliver outreach sessions for clients across Bury, Bolton and other areas of Greater Manchester. During 2023, we assisted 17,000 individuals with over 55,600 unique issues, including welfare benefits, money and energy advice, housing, immigration and community care. and helped clients gain over £14m.

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.

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.

You can find out more about us via:

- The [Citizens Advice Bury & Bolton](#) website.
- The [national Citizens Advice](#) website and the Citizens Advice [Campaigning site](#).



The Vacancy

Thank you for your interest in our **Volunteer, Engagement & Development Manager** vacancy.

The Application Process

Stage 1

Please submit your CV and a cover letter; this will be screened against the role description and person specification (below).

Your CV & covering letter should be sent to jobs@cabb.org.uk, by the closing date/ time.

Please ensure your CV includes the following information:

- Your contact details (address, telephone number and email address)
- Information about your education history
- Information about your career history
- Details of any professional qualifications including memberships

Please ensure your covering letter includes the following information:

- Your suitability for the role against the person specification outlined below. This is a key part of the process which allows you to provide evidence of your experience, knowledge, skills and abilities that are relevant to the role as described in the role profile.

Should this information not be included, your application for the role will not be taken forward.

Unfortunately, we are unable to provide feedback on applications which are unsuccessful at stage 1.

Stage 2

Pending meeting the required standard in responses at stage 1, you will be invited to a face-to-face panel interview. During the panel interview, you may be asked to deliver a presentation (your invite will state if your interview is in-person or held via zoom and details of any presentation required).

Our application/ screening processes are outlined above. We also require a completed application form to be held on file – we will request this from the successful applicant when we make a formal employment offer.

Key Dates

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|-----------------------|------------------------------|
| Closing date | 23 rd April, 10am |
| Interview date | 30 th April 2024 |

Want to chat about the role?

If you want to have a chat about the role further, you can contact us via jobs@cabb.org.uk. A member of the recruitment team will arrange a suitable time.

We wish you every success in your application, and thank you for taking the time to consider joining us.

The Role

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| Role | Volunteer, Engagement & Development Manager |
| Salary | £27,514 - £30,984 (FTE) |
| Hours | Part-time (28 hours per week, worked over 4x days minimum) The hours of work will vary, depending on the needs of the role. With advance notice, there may be evening and weekend work. The post-holder is expected to work flexibly. |
| Term | 6-months fixed-term |
| Location | This is initially an in-office role, but following successful progression, will become a hybrid role working between home/ office and presence at outreaches across Bury/ Bolton |

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.

The Volunteer, Engagement & Development Manager will sit within our leadership team structure and work proactively with colleagues across CABB, holding primary responsibility for the following key areas:

- Lead on the review, development and implementation of our volunteering programme, while ensuring the inclusion, engagement, diversity, impact and value of volunteers is recognised and celebrated,
- Provide line management to a small team of paid staff who work closely with and support our volunteers and engagement areas of the service.

The postholder will be a dedicated, flexible and quality focused individual who is able to work independently, with minimal supervision.

At CABB, we value diversity, promote equality and challenge discrimination. We encourage and welcome applications from people of all backgrounds. We particularly welcome applications from disabled people, people with physical or mental health conditions, LGBT+ and non-binary people, and people from racially minoritised communities.

Role Profile

| Key accountabilities | Key elements & tasks |
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| <p>Planning, Development & Delivery</p> | <p>Work with colleagues to ensure recruitment activities, training needs and support pathways are a positive and engaging experience that works towards a demonstratable and sustainable increase in the number and diversity of volunteers</p> |
| | <p>Develop and maintain our volunteering strategy, ensuring policies and procedures relevant to volunteers are maintained and regularly reviewed</p> |
| | <p>Provide line management and support to a small team of paid staff who work closely with and support our volunteers and engagement areas of the service</p> |
| | <p>Act as named lead for research and campaigns work</p> |
| | <p>Where required, deliver of awareness raising/ community training sessions on identification of urgent issues, how to refer</p> |
| | <p>Actively support the development of key messages to different audiences, communicating both internally and externally, showcasing successes</p> |
| <p>Administration</p> | <p>Gather and collate accurate qualitative and quantitative data as required, ensuring it feeds into organisation planning, and into internal and external reports/ comms</p> |
| | <p>Effectively use systems in place to manage emails, calendars, chat platforms and any other required systems and services</p> |
| | <p>Maintain confidentiality at all times, in line with statutory requirements and CABB policies</p> |
| <p>Teamwork</p> | <p>Be an active member of the wider team, acting and supporting colleagues in a collaborative way, while working with minimal supervision</p> |
| | <p>Work flexibly, ensuring the evolving needs of the role and service are met</p> |
| <p>Service Development</p> | <p>Assist with the development of the service locally, regionally and nationally, publicising work as and when necessary</p> |

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| | Participate in local networks and partnerships with relevant organisations from all sectors, and to attend relevant meetings |
| | 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 |
| Training | Ensure through reading, training and consultancy, that your own level of knowledge CABB services and general advice is up to date |
| | Identify your own training needs in conjunction with the designated line manager and be prepared to undertake appropriate training in line with a learning and development plan and the needs of CABB |
| Other duties and responsibilities | Liaise, as appropriate, with relevant outside agencies (voluntary and statutory), other Local Citizens Advice offices and other stakeholders |
| | Present a professional appearance and act at all times to uphold the good reputation of Citizens Advice |
| | To comply with all published organisational policies and procedures, including supervision, appraisal and reviews |
| | Identify and report evidence to support research and campaign work social policy campaigns |
| | Work flexibly to undertake such other reasonable duties and responsibilities |
| <p>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.</p> <p>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 scope of and commensurate to the nature of the post.</p> | |

Person Specification

(all criteria are essential unless otherwise indicated)

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| Experience (through paid or voluntary work) |
| Experience of working or volunteering at Citizens Advice or other not for profit organisation (desirable) |
| Basic knowledge of one or multiple enquiry areas (ie welfare benefits, debt, energy, housing, employment, family) (desirable) |
| Experience of line managing a small team, of varying roles |
| Experience of communicating effectively, both orally and in writing, with a wide range of people/ audiences through 1:1 and group settings |
| Proven experience of using Microsoft Office, and/ or web-based databases/ platforms |
| Experience of working towards targets |
| Knowledge |
| Sound knowledge of current good practice of volunteer recruitment and management principles |
| A thorough understanding of professional boundaries and the issues surrounding confidentiality, data protection and information assurance |
| Qualifications and Training |
| GCSE (or equivalent) to an appropriate standard |
| Skills and Abilities |
| Able to manage multiple projects, identifying conflicting demands and establishing clear priorities in order to meet agreed objectives |
| Ability to analyse and interpret complex information and produce and present clear reports, verbally and in writing |
| Role models inclusive behaviour, values and leadership |
| Strong attention to detail and a high level of accuracy |
| Demonstrates strong interpersonal skills when working through challenges or conflict, doing so in a positive and solutions-focused way |
| Ability to work on own initiative, proactively manage a varied workload, ensuring deadlines are met |
| Effective written and verbal communication skills, including the ability to deal appropriately with a range of people via face-to-face, telephone and digital communication methods |
| The ability and willingness to liaise with outside agencies, and build effective working relationships with local and regional partners |
| Excellent verbal, written & numerical skills |

| Additional Factors |
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| Ability and willingness to work as part of a team and a commitment to collective team responsibility |
| Understanding of, and commitment to, the aims and principles of the Citizens Service in which equality and diversity is embedded throughout |
| Ability to use cloud based systems and IT packages, including, word processing, spreadsheets and email (maintain one or more electronic diary/diaries), and the ability to use or learn to use other packages as necessary |
| Awareness that Citizens Advice clients are at the heart of everything we do |

What we give our staff

We value the people who work here - and we show that in what we offer. As well as things like annual leave and our workplace pension, working at Citizens Advice means getting access to many benefits.

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



Equality and diversity at Citizens Advice

We are fully committed to stand up and speak up for those who face inequality and disadvantage. We want this to be reflected in the diversity of the people who work for us.

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.

We judge the application, not the person. The selection panel won't see your

personal details. This makes sure each person's response is judged on its merits and not on their background.

Our commitment to equality runs through everything we do - read the [Citizens Advice Stand up for Equality Strategy](#) to find out more.

Additional information

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