



Research and Campaigns

Leadership development pilot for chief officers

This job pack should give you everything you need to know to apply for this role as a chief officer and what it means to work at Citizens Advice.

Want to chat about this role?

If you want to chat about the role further, you can contact Lara Stanley, Campaigns and Public Affairs manager on lara.stanley@citizensadvice.org.uk



Our values

Purpose driven - we always focus on the people who need our help

People focused - we recognise, value and reward contributions and talents in an open, fair and meaningful way

Collaborative - we build relationships across teams and locations to foster innovation and inclusive ways of working

Transparent - We're open and honest, sharing information early and often whenever we can



The team

The role you're applying for will sit within the **Advocacy Directorate** and in the **Campaigns and Public Affairs** team. We coordinate and drive the organisation's influencing and behaviour change campaigns to deliver positive outcomes for the people we support, build relationships with Parliamentary stakeholders, and work with the Network to create change.

The 'Research and Campaigns' (R&C) function sits across Campaigns and Public Affairs and our Policy teams. You can find out more about some of the R&C activity on the [Research and Campaign Workplace group](#).



The opportunity

This opportunity is part of a leadership development pilot only open to people who are currently a chief officer at a local Citizens Advice.

It's part of our leadership development pilot - a new pilot we're running to provide opportunities for chief officers to lend their skills and local knowledge on key projects linked to the delivery of our Future of Advice ambitions. This in turn will provide chief officers with an opportunity to further develop their skills and work more closely with our national teams.

We're providing a number of secondment opportunities for chief officers to join different national teams for the equivalent of 1 day a week. We'll pay for your time spent with us.

This role specifically sits within the Campaigns and Public Affairs team. It is key to delivering our Future of Advice strategic framework as a service is working together locally and nationally.

We undertake Research and Campaigns (R&C) activity in order to strengthen our research and influencing capacity, and improve our ability to fix the underlying causes of people's problems nationally and locally. This is essential in order to deliver our Future of Advice strategy, particularly the last pillar of 'You know that we'll speak up for you: we'll advocate for change in government policy and industry practices where they make life harder for you'.

Cluster groups provide an informal opportunity to work collaboratively, not just on collating evidence and research for regional campaigns, but also to share ideas, best practice, skills and resources. We're developing our R&C strategy, and want to know more about how Cluster groups are run and used, what encourages local offices to be involved in them, and why some local offices don't have them in their area. We currently have the aim of understanding Cluster groups and providing more support to setting them up, but we want to understand more about whether this is something that local offices want and how we could best support this.

The key aims and responsibilities of this role are to:

- To understand how and why Cluster Groups are and aren't used across the network
- To come up with a strategy to provide support to current Cluster Groups and to offices wanting to start them.

You can find out more about the role below:

Role title	Research and Campaigns - chief officer lead
Department	Campaigns and Public Affairs
Project start and end date	3 months - start date to be confirmed with successful candidate
Hours per week	7 hours a week - this can be spread out across the week flexibly to accommodate meetings and how the successful candidate would like to work
Contract type	Secondment
Salary	We'll cover your salary for the hours listed above
Location	Flexible locations in England and Wales



Key skills and experience

We're looking for someone who's got lots of ideas and is interested in joining a fast-paced team.

What we're looking for:

- Experience in R&C activity already, or have a keen interest to learn more

- An interest in carrying out research with people e.g. running a survey, phone interviews
- A good knowledge of the Citizens Advice Service, particularly around what good campaigning looks like locally and what skills are needed to do this
- A knowledge of working in collaboration with other local offices for R&C



What you'd gain

- Experience in collecting and analysing information
- Understanding of how national and local Citizens Advice currently work together on R&C
- Experience in stakeholder management
- Play a valuable part in helping shape our R&C support offer