



Learning Facilitator

Job pack

Thanks for your interest in working at Citizens Advice. 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.

In this pack you'll find:

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

Want to chat about this role?

If you want to chat about the role further, you can contact Jodie Pritchard, Head of Learning by emailing jodie.pritchard@citizensadvice.org.uk

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

1. We're local and we're national. We have 6 national offices and offer direct support to people in over 290 independent local Citizens Advice services across England and Wales.

2. 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.

3. 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.

How our organisation works

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.

This role sits in the national charity, which includes

- 800 national staff working in one of our 6 offices or as homeworkers, or as part of the Witness Service from over 240 courts across England and Wales
- 3000 Witness Service volunteers

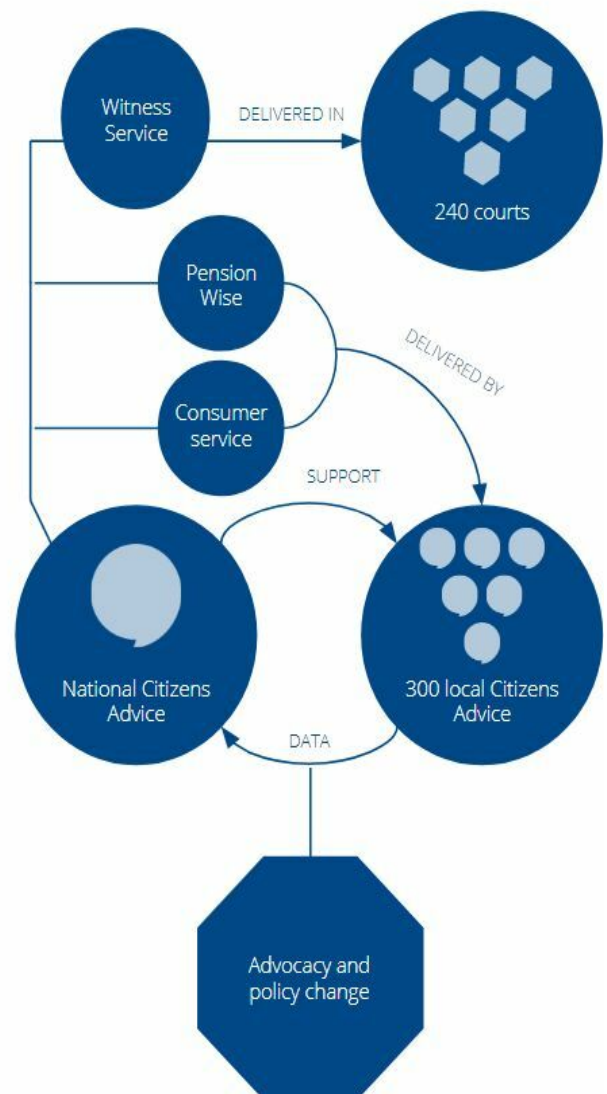
Our network members are all independent charities, delivering services from

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

They do this with:

- 6,500 local staff
- over 23,000 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live.





The team

The role you're applying for is in the People directorate and in the Learning team.

The Citizens Advice Learning team leads the creation of learning content and services to our network of 30,000 volunteers and employees and our national organisation.



The role

Learning Facilitators are responsible for the delivery of learning at Citizens Advice. This role will deliver facilitated webinars for soft skills and partner with internal and external SMEs to co-facilitate technical training to national and local citizens advice offices and Witness Service staff.

The incumbent will be one of 3 learning facilitators and work closely with a team of learning coordinators and the Facilitated Learning Lead.



Role profile

| | | |
|---|--|------------------------|
| Band: | Officer Upper | |
| Reporting to: | Learning Delivery Lead | |
| Proficient salary: | £30,418 | |
| Location: | Birmingham, Leeds or London. Permanent remote working will be considered. (Work from home until our offices re-open) | Travel H/M/L: L |
| Team overview: | The Citizens Advice Learning team leads the creation of learning content and services to our network of 30,000 volunteers and employees and our national organisation. | |
| Role purpose: | Learning Facilitators are responsible for the delivery of learning at Citizens Advice. This role will deliver facilitated webinars for soft skills and partner with internal and external SMEs to co-facilitate technical training to national and local citizens advice offices and Witness Service staff. The incumbent will be one of 3 learning facilitators and work closely with a team of learning coordinators and the Facilitated Learning Lead. | |
| Key accountabilities | Key elements/Tasks | % of Time |
| Deliver learning content and courses | <ul style="list-style-type: none">• Deliver learning content that meets user and organisational needs, and adheres to governance, quality and accessibility standards. This may involve partnering with and upskilling internal and external subject matter experts.• Work with Learning Coordinators to plan, schedule and ensure the smooth coordination of interactive facilitated sessions | 40 |

| | | |
|--|--|-----------|
| | <ul style="list-style-type: none"> • Keep up-to-date with advancements and emerging thinking on learning delivery methods, learning theory and engagement techniques. • Contribute to the adoption of best practice systems, processes and tools to streamline and improve the delivery of learning content. | |
| Support local learning leads & managers to deliver learning | <ul style="list-style-type: none"> • Support the identification and development of relationships with local learning leads within the network. • Provide support and guidance to local learning leads and managers to deliver learning, including delivering training on familiarisation of new content and upskilling managers and local learning leads, where required. • Build and maintain relationships with internal and external stakeholders, such as SMEs, facilitators and external training organisations. | 40 |
| Other | <ul style="list-style-type: none"> • Undertake any other duties as may be reasonably required within the scope of the role. | 20 |



Person specification

Essential Criteria

- 1 Experience working as a learning facilitator or trainer, including knowledge of best practice in digital learning (or willingness to undertake training).
- 2 Knowledge of adult learning theories.

3. Excellent written and oral communication, including presentation, and facilitation skills and the ability to vary and adapt approaches to meet the needs of the target audience.
4. Proven ability in using digital learning delivery technologies and webinar tools.
5. Excellent interpersonal and verbal communication skills; including an ability to build relationships with staff at all levels and manage external and internal stakeholders.
6. Proven ability to work flexibly and manage a varied workload, to meet set deadlines when under pressure.
7. Proven ability to work on own initiative and as part of a team and contribute to the day to day operations of the learning team in delivering against the business plan.

Requirements for role (candidates will confirm at application stage and at interview)

1. Ability to lead and contribute to an inventive, responsible and generous organisation/team culture.
2. Proven ability to use IT packages, including Google systems such as Google Docs, Google Sheets, Google Slides, email and maintenance of an electronic diary as well as the ability to use or learn other packages as necessary.
3. Willingness to travel within the UK (including overnights) and to work unsocial hours occasionally to meet tight timescales.
4. Understanding of, and commitment to, the aims and principles of the Citizens Advice in which equality and diversity is embedded throughout.
5. Awareness that Citizens Advice clients are at the heart of everything we do.



Terms and conditions

1. **PROFICIENT SALARY:** As advertised

Appointment may be at an initial salary level (90 or 95% of the proficient salary) or at the proficient salary, depending upon skills and abilities as assessed during the recruitment process.

If you are a designated essential car user, you will receive an Essential Car User Allowance payment in addition to your salary.

2. **ANNUAL/TOTAL LEAVE**

Annual leave is 26 days pro rata per annum from 1st January to 31st December, plus 4 fixed days (normally over Christmas and New Year). Additionally, there is Long Service Leave of 1-5 days after 3-7 years service.

3. **PENSION SCHEME**

Citizens Advice provides a Group Stakeholder scheme. Further details of this scheme will be provided to the successful applicant at offer and contract stage.

4. **LEARNING AND DEVELOPMENT**

Citizens Advice has a co-ordinated staff training and development strategy. This will mean that training for your current job, and future career developments relevant to Citizens Advice will be provided and you will be encouraged to take an active role.

5. **INTEREST FREE LOANS**

Interest-free loans are available to purchase season tickets for travel, and for career development purposes. If you are a designated essential car user, interest-free car loans are also available.

6. **SALARY SACRIFICE SCHEMES**

Citizens Advice offers salary sacrifice pension and operates a Cycle to Work scheme which provide a tax-efficient method for employees to contribute to their personal pension or purchase a bicycle for commuting to work.

7. DISCLOSURE AND BARRING SERVICE CHECKS (DBS)

Some Citizens Advice positions may require the successful candidate to undergo a DBS check.

8. EQUALITY AND DIVERSITY

Citizens Advice recognises the positive value of diversity, promotes equality and challenges unfair discrimination. We recognise people with different backgrounds, skills, attitudes and experiences bring fresh ideas and perceptions, and we wish to encourage and harness these differences to make our services more relevant and approachable. Citizens Advice will not discriminate or tolerate discriminatory behaviour on the grounds of race, colour, sex, transgender, disability, nationality, national or ethnic origin, religion or belief, marital/partnership or family status, sexual orientation, age, social class, educational background, employment status, working pattern, trade union membership or any other irrelevant factor in any aspect of employment.

Our values include a commitment to equality and fairness, and to valuing each other. All our employees are expected to have read and understood our Equality and Diversity Policy and to ensure they behave in accordance with its principles. Breaches of the policy may lead to disciplinary action.

9. DIGNITY AT WORK

Citizens Advice is committed to providing a culture in which all staff value each other and are able to work together to their full potential in an inclusive environment free from harassment, bullying and other unacceptable forms of behaviour. Unacceptable behaviour in the workplace will be actively dealt with, all complaints will be taken seriously, confidentiality will be respected and victimisation of those that raise complaints will not be tolerated.

Our values include commitments to work together and value each other - all our employees are expected to have read and understood our Dignity at Work Policy and to ensure they behave in accordance with its principles. All staff are responsible for helping to create and maintain a positive and inclusive working environment free from bullying and harassment. All managers have a particular responsibility for ensuring a supportive and inclusive working environment in which dignity at work is actively promoted.

10. PROBATIONARY POLICY

New appointments are subject to a six months probationary period. Performance is reviewed after three months and again after six months. At the end of the probationary period the outcome of the assessment may be confirmation of post; notice of dismissal; or at Citizens Advice's discretion, an extension of the probationary period by a further three months.

11. POLITICAL IMPARTIALITY

An important part of the principle of impartiality is that Citizens Advice staff are seen to be upholding the principle of party political impartiality. To avoid possible misunderstanding or possible conflicts of interest guidelines have been established on staff taking part in party political activities. If you currently hold, or are intending to stand for local or national party political office, we will expect you to tell us about this if shortlisted for interview.

13. LOCATION

As advertised

14. EMPLOYMENT STATUS

As advertised

15. FLEXIBILITY

Our roles are open to discussion about flexible working, which may include arrangements such as part-time working, formalised flexitime, fixed (non-standard) working hours, working from home and job-sharing.

16. HOURS OF WORK

As advertised

Normal full time working hours are 9 - 5.15, Monday to Friday, although these hours may vary from week to week to meet the needs of the job. Staff may be able to agree a different working pattern with their manager.

Citizens Advice is an operating name of The National Association of the Citizens Advice Bureaux.



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.

- **A commitment to your development.** We have a coordinated staff training and development strategy. This means that training will be provided both for your current job and for your development.

- **Employee assistance programme.** Everyone working at Citizens Advice has immediate access to professional and completely confidential counselling and legal advisory services.
- **Interest free loans.** We offer loans for travel season tickets, and for career development purposes. We offer interest free car loans if you're a designated car user.
- **Support when things in your life change.** We'll be there for you with options for flexible working, career breaks, and support for parents and carers.
- **Great everyday deals.** Working at Citizens Advice gives you access to a number of deals and discounts via our Your rewards discount scheme.

You can find out more about what we offer our employees [on our website](#).



Equality and diversity at Citizens Advice

Citizens Advice is 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 select panel won't see your personal details. This makes sure each person's response is judged on its merits and not on their background.
- **We offer a guaranteed interview scheme.** If you have a disability and your application meets the minimum criteria for the post, we'll interview you for it. [Find out more here.](#)
- **We're a Disability Confident employer.** We're committed to changing attitudes towards disability, and making sure disabled people have the chance to fulfil their aspirations. [You can find out more on our website.](#)
- **We're part of the Equality and Diversity Forum.** This means we're committed to progress on age, disability, gender, race, religion and belief, sexual orientation and broader equality and human rights issues. [Find out more here.](#)

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