



Head of Volunteering

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 Nana Reynier by emailing nana.reynier@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

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 279 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 272 local Citizens Advice members.

This role sits in the national charity, which includes

- 850 national staff working in one of our 6 offices or as homeworkers, or as part of the Witness Service from all criminal courts across England and Wales
- 2800 Witness Service volunteers

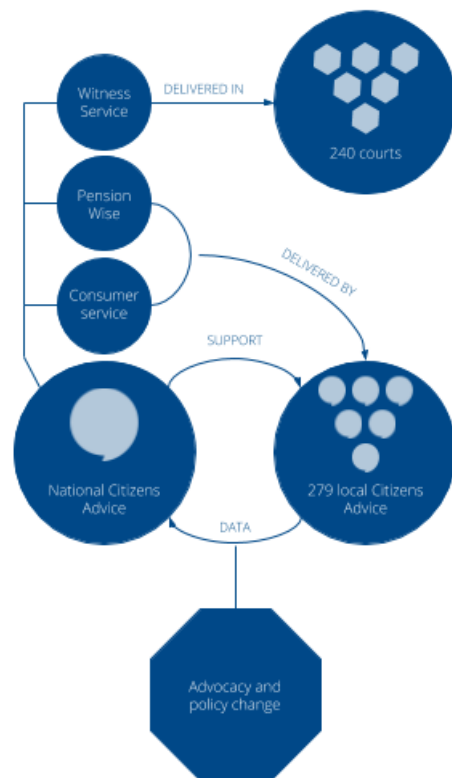
Our network members are all independent charities, delivering services from

- 585 local Citizens Advice outlets
- over 1,700 community centres, GPs' surgeries and prisons

They do this with:

- 7,000 local staff
- around 21,300 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.



Head of Volunteering

Manager Upper – £ 65,388 (plus London allowance of £3520 if based in London).

This is a permanent role

The successful candidates will be an outstanding Head of Volunteering who will:

- Lead and engage, influence Executives and Trustees and support managers of volunteers to maximise our volunteering contribution
- be outcome focussed and a role-model
- be flexible and enthusiastic in implementing strategy and plans and lead through others
- be customer focussed and have a passion for people and inclusion



Team purpose

The role you're applying for is in the People Directorate and in the **People Experience** team. The team forms part of the Design Specialist area of the Citizens Advice People Directorate. You will be the Head of Volunteering and a partner to both the business, the People Directorate which is a multidisciplinary team and supporting Local Citizens Advice networks . This role is not a day to day management of volunteers role, but a role for a head of service who leads through and influences others. The People Experience Team is responsible for strategic partnering with leaders, business management teams, contributing to and influencing the development of the business agenda, strategy and plan, providing challenge and consulting support, with a focus on current and future talent, driving performance and delivery of our people strategy.

Here are **2** ways you can find out more about us:

1. **Citizens Advice - for everyone, for 80 years -**
<https://wearecitizensadvice.org.uk/for-everyone-for-80-years-98601c688814>
2. **Beyond the job pack: 4 staff describe what it's like to work at Citizens Advice. -**
<https://wearecitizensadvice.org.uk/beyond-the-job-pack-305976d4b8d7>



Role purpose

Your challenge?

Lead Citizens Advice volunteering strategic and delivery of guidance and tools to services to enable effective volunteer attraction, retention, management and development, ensuring that talent and equality remain at the heart of these areas of activity.

Lead Advice Service to support the effective attraction, retention, management and development of a diverse pool of volunteers and grow the contribution of voluntary activity.

Lead a small function to co-design tools and resources with local volunteer coordinators and managers to support consistent volunteer management practice.

Work with and influencing the learning and development team to ensure that the development offer to volunteers across a wide spectrum of roles is fit for purpose, reduces time to competence, and is cost effective.

Shape the volunteer roles of the future, offering new and varied ways to attract volunteers - such as micro and virtual volunteering - in order that Citizens Advice is able to harness the unique contribution of everyone that wants to help us.

Lead on increasing the diversity of volunteers to ensure the organisation is drawing talent from the wider pool available.

Lead on an annual survey of volunteers to drive improvement



Responsibilities

Band:	Head of Service Pay Band	
Reporting to:	Director of People Experience	
Proficient salary:	£65,388 (plus London allowance of £3520 if based in London)	
Location:	Flexible (in London office regularly)	Travel H/M/L:
Key	Key elements/Tasks	% of

accountabilities		Time
<p>Lead and develop strategy/ business plan for volunteering</p>	<ul style="list-style-type: none"> ● Lead the development and implementation of the Volunteering Strategy, working with colleagues across the Citizens Advice service, focused on achieving internal and external understanding of our work, priorities, values and ambition. ● Deliver the volunteering objectives within the overarching strategy for the service. ● Lead the review of volunteer recruitment, recommending and implementing improvements to systems and processes. ● Review and develop new volunteering roles to support the attraction and retention of a diverse pool of volunteers. ● Develop Citizens Advice’s approach to volunteer engagement and recognition. ● Working with learning and development colleagues ensure that the development offer for volunteers is fit for purpose and cost effective Working closely with People team colleagues to develop workforce planning tools and resources for the Citizens Advice service. ● Evaluate and learn from the work of the team, keeping on top of best practice. ● Build strong links with other teams and across the Citizens Advice service as a whole. ● Ensure that the work of the department reflects and supports the service’s Stand Up for Equality strategy. 	30%
<p>Lead the development and build of organisational wide capacity</p>	<ul style="list-style-type: none"> ● Working with volunteer managers/ coordinators and colleagues across the Citizens Advice service to develop a suite of tools, guidance and resources to support a consistent, best practice approach to volunteer management ● Maintain oversight of all volunteer related activity across the service to ensure alignment with the volunteering strategy ● Working with colleagues across the organisation be an advocate for the value of volunteers and the contribution our tens of thousands of volunteers make to the service and wider society ● Working with colleagues from across the service to co-design and continually develop and implement best practice systems, processes and tools that make delivery better and more cost effective. 	20%

<p>Provide high level leadership and Influence</p>	<ul style="list-style-type: none"> ● Provide strategic and political leadership to colleagues across the Citizens Advice service in relation to volunteer management and engagement. ● Provide expert insight and advice to the Executive Team and other senior stakeholders in relation to volunteer recruitment, engagement, management and development. ● Shape and influence key projects which impact on volunteer management and engagement. ● Lead the identification and development of relationships with senior external partners within the voluntary sector. Establishing networks for sharing and development of best practice. ● Develop key relationships with corporate partners to develop an effective approach to corporate volunteering. <p>Key relationships would be with:</p> <ul style="list-style-type: none"> ● Volunteers, Executive Team, Chief Officers and Trustees within local Citizens Advice services ● Corporate volunteering partners, Volunteer coordinators and managers across the Citizens Advice network ● Operations division colleagues, Learning & Development colleagues, ● People Experience team (includes Equality Team) ● People Directorate 	<p>20%</p>
<p>Lead a business unit including management and develop staff and ensure the efficient working of the team</p>	<ul style="list-style-type: none"> ● Creating a positive working environment in which equality and diversity are well managed and staff can do their best ● Planning and allocating work, monitoring achievement of deadlines, and supporting staff as appropriate ● Managing performance and development, mainly through regular supervision sessions and the talent talk process ● Recruitment and induction of new staff - Ensure that the service's Equality and Diversity Strategy is embedded within the work of the team/unit. ● Compliance with Citizens Advice policies and procedures, including Health and Safety. 	<p>20%</p>
<p>Financial Management</p>	<ul style="list-style-type: none"> ● Responsible for financial performance of the business unit, including meeting performance management and financial forecasting deadlines and complying with year-end budget holder 	<p>5%</p>

	<p>responsibilities.</p> <ul style="list-style-type: none"> • Set and deliver against an accurate budget. • Demonstrate financial efficiency and value for money throughout the department. 	
Other Deputise for senior staff, and supervise staff and volunteers, as required from time to time.	Undertake any other duties as may be reasonably required within the scope of the role.	5%
Equality corporate contribution	<p>The post holder is expected to mainstream equality issues through all areas of activity.</p> <p>Specific equality interventions include:</p> <ul style="list-style-type: none"> • ensuring that the volunteering offer is accessible and inclusive • ensuring that development opportunities are accessible and inclusive • leading disabled volunteers' project (s) • using positive action to influence and transform the diversity profile of our volunteer force 	



Person specification

Essential Criteria

1. Substantial experience and understanding of strategic volunteer management and development, preferably gained within and organisation of a similar sized, scope and complexity.
2. Knowledge and understanding of current volunteering issues within the third sector and how they relate to an organisation of the scope and scale of Citizens Advice and knowledge and understanding of volunteering best practice, policy and innovation.

3. Experience of leading a function and contributing effectively to a wider senior leadership team; able to work collaboratively with a range of stakeholders to co-design initiatives, guidance and/ or tools to support a consistent approach to volunteering.
4. Excellent interpersonal skills and the ability to influence, persuade, guide and motivate others at all levels including volunteers, trustees and senior managers
5. Prior experience of developing and implementing strategies/ programmes of work to achieve organisational objectives
6. Experience of managing and developing high performing teams whilst instilling a strong sense of accountability and empowerment. Education, training and continual professional development relevant to the scope of responsibilities of the Head of Volunteering role.
7. Good understanding of the value of volunteering and how to represent the impact volunteers make.
8. Experience of managing budgets.



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 an 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 - <https://www.citizensadvice.org.uk/about-us/job-and-voluntary-opportunities/citizens-advice-job-opportunities/citizens-advice-staff-benefits/>



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. - <https://www.citizensadvice.org.uk/about-us/job-and-voluntary-opportunities/citizens-advice-job-opportunities/guaranteed-interview-scheme/>
- **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. - <https://www.gov.uk/guidance/disability-confident-how-to-sign-up-to-the-employer-scheme>
- **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 -

https://www.citizensadvice.org.uk/Global/CitizensAdvice/Equalities/CAB337_Equality_strategy_text_FINAL.pdf