



Network Development Partner

Thanks for your interest in working at Citizens Advice. This document should give you everything you need to know about the above role.

Want to chat about this role?

Please contact the recruitment team at careers@citizensadvice.org.uk



The role

This role provides comprehensive development support and strategic guidance to Local Citizens Advice (LCA) organisations across the Citizens Advice network. The postholder will build trust and work closely with local Chief Executive, Chairs, Trustees and other local leaders and national teams. This collaborative work will enhance organisational health, support members to assure themselves against our recognised and accredited standards, and build sustainable capability, capacity and resilience across the service. You will need to 'live and breathe' member standards, understanding its importance and place in a resilient and sustainable network. You will be part of a team that embodies a network mindset and the belief that together we are greater than the sum of our parts by building enduring, trust-based relationships that support local services to engage confidently and consistently with our shared purpose and comply with our member standards.



The team

Network Development & Assurance (ND&A) is a capability dedicated to cultivating a purpose-driven, impactful, resilient and sustainable network of member organisations. We work proactively with local Citizens Advice to collectively grow impact and effectiveness, with a central focus on improving outcomes for clients and communities. The capability is spread across 4 distinct departments; Service Development, Oversight and Compliance, Business Development and Local Finance.

This role sits within the Service Development department.

Our Approach

ND&A builds and assures the network's collective capacity through dynamic partnerships and embedded development cycles. We focus on:

- Anticipating member needs and building resilience through prevention-focused approaches
- Leveraging network health indicators to identify threats and opportunities

early

- Identifying future funding streams and partnerships to support network competitiveness
- Using network insights to inform strategic priorities and resource allocation
- Maintaining consistent risk management processes across all capability teams
- Assuring our members against defined standards which are recognised and accredited externally
- Taking a collaborative, enabling and relational approach in all our work to build and maintain the trust and confidence of our members

Team Culture

As a new capability team, ND&A operates with an enabling culture that actively breaks down silos through knowledge sharing, relationship building, seamless collaboration, and collective intelligence. We maintain a shared purpose of improving client and community outcomes through mission-driven working.

Impact

The capability team ensures local Citizens Advice can operate effectively and thrive, ultimately improving the lives of the clients and communities they serve. We achieve this through robust assurance processes, scaling local impact, and successful implementation of service-wide strategy at local level.



The organisation

Here are 4 ways you can find out more about us:

1. Citizens Advice Careers Site - <https://www.citizensadvice.org.uk/about-us/job-and-voluntary-opportunities/citizens-advice-job-opportunities/>
2. Citizens Advice LinkedIn - https://www.linkedin.com/uas/login?session_redirect=https%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fcitizens-advice%2Fposts%2F%3FfeedView%3Dall

3. Citizens Advice public-facing advice website - <https://www.citizensadvice.org.uk/>
4. Find out more through blogs, insights and 'how we help' stories <https://wearecitizensadvice.org.uk/>



Role profile

Band:	Manager - Lower	
Reporting to:	Network Development Lead	
Proficient salary:	£49,479	
Location	Blended between office and home (England and Wales)	High travel requirements including visits to local Citizens Advice, national charity offices and events.
Role purpose	To strengthen the Citizens Advice network by delivering targeted development interventions, facilitating continuous improvement, and ensuring local offices are equipped to meet member standards whilst maximising their impact in delivering advice services to communities. This role embodies Network Development & Assurance's mission to cultivate a purpose-driven, impactful and sustainable network through proactive support, horizon scanning, and data-driven decision making that anticipates needs and builds resilience.	
Key accountabilities	Key elements/Tasks	% time

<p>Network Development & Collaboration</p>	<ul style="list-style-type: none"> ● Build and strengthen relationships across the network by brokering mentoring partnerships and peer support between local offices. ● Foster a culture of shared purpose and collaboration through warm introductions, knowledge sharing, and cross-team learning initiatives. ● Facilitate seamless handoffs between ND&A teams and other national departments while gathering and disseminating network intelligence to identify emerging issues and promote effective practices. 	<p>20%</p>
<p>Leadership Support & Organisational Health</p>	<ul style="list-style-type: none"> ● Secure and maintain effective relationships with local leaders (chairs and chief executives) and design strategies to increase trustee understanding and meet developmental needs with the ultimate goal to support effective governance which enables the local office to meet their strategic ambitions. ● Manage time-limited development projects that build sustainability, increase resilience, and optimise network performance through prevention-based approaches. ● Provide 1:1 targeted interventions with local offices leaders and Trustee Boards to set ambitious development targets and support them over a cycle to achieve these. ● Identify, refer and facilitate specialist support from national teams while monitoring crisis recovery progress through development management approaches. ● Understand commissioning processes and work with business development colleagues on regional funding opportunities via participation in the regional income groups (RIGs) and other 	<p>20%</p>

	<p>forums.</p> <ul style="list-style-type: none"> • Understand and demonstrate partnership development capability including partnership structures and legal requirements 	
Strategic Development & Risk Management	<ul style="list-style-type: none"> • Conduct proactive horizon scanning to identify risks and opportunities across assigned local offices. • Gather feedback through deep, rich, personal connections and relationships with local leaders, acting as a source of intelligence for national and local colleagues. • Support network maturity and competitiveness through data-driven insights and risk-based decision making. • Work collaboratively with Citizens Advice teams and third-party providers to maximise innovation and ensure opportunity readiness and mobilisation. • Enable LCAs to anticipate and prepare for future challenges rather than manage reactive crises. • Work closely with the Network Resilience Team to handle referrals and oversee progress where necessary. 	20%
Standards Assurance & Accreditation Support	<ul style="list-style-type: none"> • Live and breathe member standards and support LCAs (at CEO and Board level) through continuous cycles of development and assurance, preparing them for external accreditation by verifying member standards and evidence. • Proactively identifying gaps and weaknesses in evidence verification. Coordinate improvement initiatives within the LSA framework and liaise with the Standards and Compliance team to maintain current standards awareness. 	20%

	<ul style="list-style-type: none"> • Provide benchmarking information, set ambitious targets for local offices and act as the conduit for the support to help them achieve those targets as well as the specific standards they agree to as part of the membership agreement. This will include some direct, hands-on support. 	
Embedded Development & Capability Building	<ul style="list-style-type: none"> • Deliver targeted development practices through informational advice, sprint projects, in-depth interventions, or referral to specialist capability roles. • Apply technical knowledge and data insights across management, governance, and operational criteria to equip local offices for self-management and improvement. • Facilitate purchase of additional support services and future capability building when needed. 	15%
Other	<ul style="list-style-type: none"> • Any other requirements of the role as required on a day to day basis 	5%



Person specification

Essential criteria

Experience required

- Experience of leading organisational development or transformation initiatives and, driving innovation

Experience of working within a membership or federated organisation, an understanding of network theory and working with a network mindset

- Understanding and application of quality standards, accreditation, or compliance frameworks
- Demonstrable experience of project management with measurable outcomes
- Building relationships with senior leaders and governance bodies, establishing trust and influencing outcomes without direct authority
- Using data to inform decision-making and identify potential improvements alongside analytical thinking and proactive problem identification

Skills required

- Ability to demonstrate confidence, empathy and compassion with exceptional communication skills to build trust, actively listen, reflect and respond in sometimes complex, high pressure situations.
- Excellent written communication (evidenced through application)
- Facilitating workshops and knowledge-sharing sessions
- A commitment to equality and the positive value of diversity and a good, up-to-date understanding of equity and diversity and its application to the work of the team.

Desirable criteria

- Advice sector or federated network experience
- Coaching/mentoring qualifications