

**Events and communications officer**

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
* Our approach to equality and diversity
* The benefits of working at Citizens Advice

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| **Want to chat about this role?**If you want to chat about the role further, you can contact Sharon Griffiths, Senior Events Officer by emailing sharon.griffiths@citizensadvice.org.uk or calling 07837 381 667. |

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|  **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. |
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|  | **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**

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| 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 Advice and Advocacy directorate and in the Communications and Engagement team, which leads the organisation’s staff, network and external audience engagement.
Find out more about us:

1. How we help people
2. For everyone, for 80 years
3. how we design events
4. What could a digital workplace look like?

 **The role**

We’re looking for an events and communications officer to join our communications and engagement team.

Our events bring together thousands of people every year to develop ideas, shape the way we work, and find new and better ways to help people in these challenging times. Our programme is diverse - ranging from strategic workshops to our flagship annual conference.

You’ll play a leading role on all aspects of events delivery - from budgets to planning, venue liaison to contracting and managing events support officers. In addition, you’ll support the creation of content for events, from speaker bios to promotional posts on Facebook Workplace.

While the focus of this role is events, you’ll also support on more general communications work, helping us to deliver the ambitions set out in our business plan.

  **Events and communications officer role profile**

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| **Band:** | Officer Upper |
| **Reporting to:** | Senior Events Officer |
| **Salary at appointment:** | As advertised |
| **Location:** | London  | **Travel H/M/L: M** |
| **Team overview:** | The communications and engagement team is responsible for all of Citizens Advice’s internal and external communications to influence and engage key target audiences. We use a range of channels including events both face to face and online, digital, press and other media print materials. |
| **Role purpose:** | * Support the design and delivery of an events programme that ensures Citizens Advice achieves its objectives on priority issues.
* Create and source engaging events related content
* Provide communications support to projects and teams
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| **Key accountabilities** | **Key elements/Tasks** | **% of Time** |
| **Coordinate the development and design of an internal and external events programme.** | Working with the Communications and engagement team, coordinate the development of a national events programme that furthers Citizens Advice’s objectives. Engage staff and local Citizens Advice in the planning and delivery of events and build participation into event design to ensure opportunity to contribute.Ensure that work undertaken reflects and supports the service’s equality, diversity and inclusion work. | **20%** |
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| **Deliver specific events, including project managing annual conferences** | Deliver specific events as agreed, including strategic workshops and annual conferences.Project manage aspects of annual conference, including logistical management, venue liaison, content design, communications, speaker liaison, fundraising and exhibition sales, and manage budgets.  | **20%** |
| **Create engaging content for events** | Create engaging events related content including for pre-event promotion, event brochures and post-event follow up. This will include things like awareness raising posts on Facebook Workplace, bios for external speakers and event descriptions for websites.  | **15%** |
| **Deliver communications strategies and projects** | Working across the communications and engagement team and with relevant Citizens Advice teams, to lead and support communications work for key strategic projects. * Tasks may include audience research, managing communication channels and communities including social media, newsletters, blogs and other digital content, and contributing to the design and running of events
* Gain engagement from target audiences, and evaluate impact of communications to implement lessons learnt in future work
 | **15%** |
| **Maintain expertise and insight****Implement best practice systems and processes** | Use and implement best practice systems and processes to ensure that Citizens Advice service in events, particularly in participatory event design, event promotion and facilitation.Build and maintain relationships with external providers to ensure quality and value for money for our events. Maintain systems for managing events such as CRMs to ensure we are reaching the right audiences. Provide guidance and protocols for staff and local services in delivering best practice events.Develop and maintain appropriate communication channels, platforms and toolsManage your own day to day activities to deliver tasks on time and to the required standard while gaining experience and expertise in events. | **10%** |
| **Contribute to team**  | Line manage support staff, through: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 work of the department reflects and supports the service’s Equality, diversity and inclusion work. Be an active member of team, identifying opportunities for your own development.Contribute to the good and efficient working of the team in delivering against the business plan. Compliance with Citizens Advice policies and procedures, including health and safety. | **15%** |
| **Other** | Undertake any other duties as may be reasonably required within the scope of the role. | **5%** |

 **Person specification**

**Essential Criteria**

1. Proven experience in events delivery including excellent planning and organisational skills to deliver internal and external events within timescales and to budget.

2. Excellent written and oral communications skills, including proven ability to communicate using appropriate styles, methods and timing, to maximise understanding and impact.

3. Ability to identify communications priorities and stories within an organisation and deliver in a way that meets audience needs.

4. Excellent interpersonal skills, including the ability to work with different teams, supporting others to communicate effectively, establish credibility, motivate and influence staff, delegate effectively and appropriately, and work collaboratively to solve problems.

5. Ability to work effectively in a team, including managing and developing administration and events staff. Ability to create a positive working environment in which equality and diversity are well managed, dignity at work is upheld and staff are empowered and motivated to achieve agreed outcomes.

6. Ability to manage budgets and able to get value for money.

7. Demonstrable ability to work under pressure, with strong time management and proven to deliver to tight deadlines.

**Desirable Criteria:**

1. Event design and facilitation skills.

2. Experience of using Google Apps and other collaborative technologies to support teamwork and management.

3. Experience of working within a complex organisation across multiple geographies.

**Requirements for role**

* Proven ability to keep up to date with technology and take individual responsibility for learning new technologies.
* Willingness to travel within the UK (including overnights) and to work unsocial hours occasionally to meet tight timescales.
* Commitment to equality,diversity and inclusion
* Awareness that Citizens Advice service users 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**

London

**14. EMPLOYMENT STATUS**

Permanent

**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**

36 hours 15minutes

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 them. As well as a generous annual leave entitlement 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.

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|  | **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**. Disability Confident is a government scheme which means we’re committed to make the most of the talents disabled people can bring to our workplace. Find out more on the government’s 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.