



Volunteer Role - HR assistant

Are you passionate about making a difference in the world? Do you thrive in a role where you can support and empower others? If so, we have an exciting opportunity for you to join our team as an HR Assistant at Citizens Advice Oxford.

As an HR Assistant, you will play a vital role in maintaining the personnel records of both our dedicated volunteers and staff. You'll be responsible for ensuring accurate and up-to-date records, under supervision ensuring compliance with applicable laws and regulations, and maintaining the confidentiality of sensitive information.

Your excellent written communication skills will be put to good use as you respond to email queries about HR and payroll matters. Your prompt and professional responses will help our team members feel supported and informed, fostering a positive work environment.

In addition, you will have the opportunity to showcase your attention to detail and language proficiency by writing and proofreading job descriptions. Your ability to effectively communicate the requirements and expectations of each position will help attract talented individuals who share our passion for helping everyone find a way forward with their problems, whoever they are.

Another important aspect of your role will be calculating pro-rata salaries and holiday entitlement. Your strong numeracy skills will ensure accurate calculations, enabling us to provide fair compensation to all of our team members.

At our charity, we firmly believe that providing support for our staff and volunteers is essential for them to feel valued and heard. By joining us as an HR Assistant, you will contribute to this mission by ensuring our team members have the necessary support and resources to allow them to focus on their important work with our clients.

About Us:

At Citizens Advice Oxford, we provide free, confidential, impartial and independent advice and information to whoever needs it. We also campaign on big issues affecting people's lives. We value diversity, promote equality and challenge discrimination wherever we see it. Citizens Advice Oxford serves as a vital resource for our community,



empowering individuals to overcome their problems and find a path to a brighter future.

Key Responsibilities:

- Maintain accurate personnel records for volunteers and staff.
- Respond promptly and professionally to email queries regarding HR and payroll matters.
- Write and proofread job descriptions to attract qualified candidates.
- Calculate pro-rata salaries with precision and attention to detail.
- Collaborate with the HR team to improve and streamline HR processes.
- Uphold confidentiality and handle sensitive information with care.
- Contribute to a positive work environment by supporting the needs of our team members.

Qualifications and Skills:

- Excellent written communication skills to effectively respond to email queries and create compelling job descriptions.
- Strong numeracy skills for accurate salary calculations.
- Attention to detail and ability to maintain accurate records.
- Ability to work with confidential information in a professional and discreet manner.
- Strong organisational skills and ability to prioritize tasks effectively.
- Proficiency in HR software and Google Workspace an advantage
- Previous experience in HR or administrative roles is desirable but not mandatory.
- Understanding and operating within the aims and principles of the Citizens Advice Service and its equality policies

Reports to:

Office Manager

Time commitment:

This is a flexible role and we ask for only a few hours per week, which can be delivered from our central Oxford office or remotely.



How to apply:

Join our team and be a part of the impactful work we do to make a difference in the lives of those we help. Apply today to help us support our team members and volunteers, enabling them to make a positive impact on our clients and communities. Together, we can achieve great things!

To apply, please submit your CV and a brief cover letter outlining your interest and relevant experience to recruitment@citizensadviceoxford.org.uk, or apply online through the form at bit.ly/CAO-volunteer-application-form. Please do also get in touch if you have more questions about the role. We look forward to hearing from you and working together to create meaningful change.