

Research and Campaigns Coordinator



What will you do?

- complete an introduction to Citizens Advice and training for your role
- identify common, or unfair, problems that clients come for help about from collated Evidence Forms
- help volunteers and staff in the local Citizens Advice understand the cause of the problem, how it affects clients, and what change would solve the problem (by talking to them, or writing a summary)
- help to organise a campaign with the aim of raising awareness of the problem. This might involve creating materials, such as newsletters, or presentations, or writing something for social media or newspaper, which could be used to explain the problems to others (such as local councillors, or members of the public)
- help to organise a campaign with the aim of getting the organisation (person or elected body such as MP, AM or local councillor) that is causing the problem, to change the way they do things. This could mean meeting with the organisation, person or elected body, writing to them or holding an event
- help national Citizens Advice carry out research about how certain issues affect clients in your local area. This might involve doing a survey with clients to find out how a change in a benefit is affecting them
- help to run small group sessions for staff on aspects of research and campaigns.
- work closely with the Participation worker to ensure client voice is incorporated in all aspects of R&C activity
- review the priorities and effectiveness of existing research and campaigns work. Make proposals for new research and campaigns initiatives. Produce written reports on any of the above, as required

- help involve existing volunteers and recruit new volunteers to take part in research and campaigns activities (as described above)
- maintain records for the purposes of information retrieval , statistical monitoring and reporting effective system for handling and monitoring Evidence Forms.



What's in it for you?

- make a real difference to people's lives
- learn about a range of areas such as benefits, debt and housing, and how problems in these areas can affect clients
- build on valuable skills such as communication, research, campaigns, how to engage with a range of audiences and working with clients
- increase your employability
- have a positive impact on someone else's experience of volunteering with the local Citizens Advice
- meet people and build relationships with new volunteers
- have a positive impact in your community and on broader society

And we'll reimburse expenses too.



What do you need to have?

You don't need specific qualifications or skills but you'll need to:

- be friendly and approachable
- be non-judgmental and respect views, values and cultures that are different to your own
- have excellent verbal and written communication skills, especially for report writing
- be able to understand and analyse complex information and explain it (verbally and writing) so that others understand it

- enthusiasm and desire to support and motivate others
- ability to work constructively with other agencies
- have good IT skills, particularly Excel, and willingness to learn further IT packages
- be willing to learn about and follow the Citizens Advice aims, principles and policies, including confidentiality and data protection
- be willing to undertake training in your role



How much time do you need to give?

Ideally we are looking for a commitment of 7 hours per week. We can be flexible about the time spent and how often you volunteer so please talk to us. We do need volunteers to be reliable and commit to what has been agreed.



Valuing inclusion

Our volunteers come from a range of backgrounds and we particularly welcome applications from people with physical or mental health conditions, and people from Black Asian Minority Ethnic (BAME) communities.

If you are interested in becoming a volunteer research and campaigns coordinator and would like to discuss flexibility around location, time, 'what you will do' and how we can support you please contact us.