



Training Manager Job Pack

Thank you for your interest in working at Citizens Advice Redbridge. 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 purpose
- 3 things you should know about us
- Overview of Citizens Advice Redbridge
- The role profile and personal specification
- Terms and conditions
- What we give our staff

The role of Training Manager at Citizens Advice Redbridge is an important one for the charity and this is an important time to continue to provide much needed services to our local community, particularly the most vulnerable. We have a great team of staff and volunteers.

If you want to chat about the role further, you can contact the Chief Executive, Susanne Rauprich, at susanne.rauprich@citizensadviceredbridge.org.uk to arrange a call.



Our purpose

Citizens Advice Redbridge exists to help people navigate the challenges of everyday life and to prevent problems from becoming crises. We provide free, independent, confidential and impartial advice so that residents can understand their rights, make informed choices and take control of their situations. Working alongside volunteers, community partners and public services, we support people facing financial hardship, housing insecurity, debt, welfare issues and wider social challenges. We also use the evidence from our advice work to improve systems and influence change, helping to build a fairer, more resilient Redbridge where everyone has access to the support they need, when they need it.



3 things you should know about us

1. We're local and we're national. The national charity supports the work delivered by around 240 independent local Citizens Advice member charities.
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.

About Citizens Advice Redbridge

Citizens Advice Redbridge (CAR) is an independent local charity and a company limited by guarantee. **We receive no funding from central government and rely on local funders, fundraising and donations.**

We provide free, confidential, impartial, and independent advice and information for the benefit of the local community, to exercise a responsible influence on the development of social policies and to ensure individuals do not suffer through lack of knowledge or an inability to express their needs effectively.

Governance, workforce and services

Citizens Advice Redbridge is governed by a committed Board of Trustees who provide strategic leadership and oversight to the organisation. The service is delivered by a skilled and experienced workforce comprising **21 paid staff** and **around 35 active volunteers**, with a similar number of volunteers currently in training. Staff include operational managers, specialist advisers and supervisors who support volunteers and ensure the delivery of high-quality, safe and effective advice services.

Our generalist advice service is largely delivered by trained volunteers, who undertake reception and administrative duties, provide information and advice, and contribute to research and campaigning activity. Volunteers are supported, supervised and developed by paid staff. In addition, Citizens Advice Redbridge employs paid specialist advisers and caseworkers, particularly in the areas of **welfare benefits, housing and debt**, reflecting the complexity and risk associated with these issues.

Local context and client need

Redbridge is a diverse London borough, with significant contrasts between areas of relative affluence and communities experiencing deprivation, financial insecurity and poor housing conditions. While overall employment levels are comparatively high, many residents face in-work poverty, rising housing costs, debt and barriers to accessing the social security system. Supporting people at risk of hardship, crisis or exclusion is a core priority for Citizens Advice Redbridge.

The main areas of enquiry for our clients continue to be **welfare benefits, debt and housing**, often presenting in combination and requiring holistic, casework-based support.

Operating environment and recent challenges

Like many local Citizens Advice services, Citizens Advice Redbridge has operated in a challenging funding and policy environment in recent years. The funding landscape has shifted away from unrestricted grants towards commissioned contracts, short-term project funding and outcome-based delivery, increasing financial pressure and administrative complexity. At the same time, demand for advice has remained high, driven by the cost-of-living crisis, housing pressures and ongoing welfare reform.

Despite these challenges, the organisation has continued to support thousands of residents each year, delivering significant income gains for clients and generating strong public value. The focus has been on maintaining service quality, protecting core advice capacity and using resources as efficiently as possible, while adapting service models and strengthening partnerships.

Collaboration and future direction

There is a growing recognition across the London Citizens Advice network of the need for deeper collaboration, shared services and, in some cases, merger discussions, to ensure long-term resilience and sustainability. For Citizens Advice Redbridge, this includes exploring closer working with neighbouring services, strengthening borough-wide and sub-regional partnerships, and positioning the organisation to respond effectively to future commissioning opportunities and structural change in local government and public services.

Merger with Citizens Advice Havering

Citizens Advice Redbridge is currently progressing a planned merger with **Citizens Advice Havering**, with the intention of creating a single, more resilient organisation operating across both boroughs. The merger is being developed through a structured and phased process, with the support and oversight of both Boards of Trustees, and a planned go-live date of **1 April 2026**. The aim is to strengthen sustainability, increase organisational capacity and resilience, and enable greater investment in leadership, training, digital infrastructure and quality assurance, while maintaining a strong local presence in each borough. The merged organisation will be better positioned to respond to future commissioning opportunities, deliver consistent high-quality services, and support residents more effectively across Redbridge and Havering, while preserving the values and community focus of both local Citizens Advice services.

Funding for the role

This post is funded through the **Household Support Fund**, secured via a close and constructive partnership with the local authority. The local authority has

committed funding for an initial **12-month period**, reflecting shared priorities around supporting residents facing financial hardship and strengthening the capacity of advice services. The local authority also funds the post of **Volunteer Coordinator**, and it is expected that the Training Manager and Volunteer Coordinator will work closely together to ensure a coherent, high-quality approach to volunteer recruitment, induction, training, development and retention. Together, these roles enable Citizens Advice Redbridge to invest in sustainable learning and volunteer capacity at a critical time, with benefits that extend beyond the funded period.

The role

Job Title: Training Manager

Organisation: Citizens Advice Redbridge

Hours: Full-time (35 hours per week)

Contract: 12 months initially, with a view to becoming permanent (subject to funding)

Location: Redbridge (with some community-based and remote delivery)

Salary: £36,048 (next cost of living review date 1 April 2026)

Reports to: Chief Executive

Responsible for: Volunteer and staff training provision

Job Purpose

The Training Manager will lead, coordinate and deliver a high-quality training offer for staff and volunteers at Citizens Advice Redbridge. The role ensures that all advisers, supervisors and volunteers are appropriately trained, accredited and supported to deliver safe, effective and high-quality advice in line with Citizens Advice standards.

The postholder will manage mandatory training through the Citizens Advice Training Platform (Skillbook), design and deliver additional training and briefings, and provide both one-to-one and group learning support. The role also includes delivering **Advice First Aid** and other awareness training to community organisations and professionals, strengthening local referral pathways and partnership working.

Key Responsibilities

1. Training Strategy and Management

- Develop, implement and maintain an organisation-wide training plan for staff and volunteers, aligned with Citizens Advice requirements and local service priorities.
- Ensure all staff and volunteers complete mandatory training and accreditation using the Citizens Advice Training Platform (Skillsbook).
- Monitor progress, compliance and renewal of training and maintain accurate training records.
- Work closely with managers and supervisors to identify training needs and address skills gaps.

2. Volunteer and Staff Training Delivery

- Deliver training directly through:
 - o group training sessions,
 - o facilitated briefings,
 - o workshops,
 - o and one-to-one support.
- Support new volunteers through induction and initial training, including those currently in training (approximately 35 at any one time).
- Adapt training approaches to different learning styles, experience levels and accessibility needs.

3. Facilitation and Briefings

- Design and facilitate briefing sessions on a wide range of advice-related topics, including changes to legislation, policy or internal processes.
- Support continuous professional development for advisers and supervisors.
- Work with service leads to ensure training reflects current operational practice.

4. Advice First Aid and External Training

- Deliver Advice First Aid training and other awareness sessions to:

- o community organisations,
- o voluntary sector partners,
- o health and social care professionals,
- o and other frontline workers.
- Contribute to building a strong community advice network through training and relationship-building.
- Tailor training content for different audiences and settings.

5. Quality Assurance and Standards

- Ensure training delivery meets Citizens Advice quality standards and supports service accreditation.
- Support internal quality assurance processes by ensuring advisers are appropriately trained and competent.
- Contribute to service improvement through feedback, evaluation and reflective practice.

6. Administration and Reporting

- Maintain robust administrative systems for training records, attendance, accreditation and compliance.
- Produce regular reports on training activity, outcomes and capacity.
- Contribute to funding reports, inspections and audits as required.

7. General

- Work collaboratively with colleagues across Citizens Advice Redbridge.
- Promote equality, diversity and inclusion in all training activity.
- Comply with organisational policies, including safeguarding, data protection and health and safety.
- Undertake other reasonable duties in line with the role.

Person specification

Essential

Training Qualifications and Experience

- A recognised training or learning qualification (e.g. Level 3 Award in Education and Training, Level 4/5 teaching or training qualification, or equivalent).
- Significant experience of designing and delivering training to adults, both one-to-one and in group settings.
- Experience of facilitating workshops, briefings or learning sessions.

Advice and Learning Environment

- Experience of working in, or alongside, advice services, the voluntary sector, or a related public service environment.
- Understanding of competency-based learning and accreditation frameworks.
- Ability to explain complex information clearly and accessibly.

Administration and Management

- Strong organisational and administrative skills, with experience of managing training records and compliance.
- Ability to plan, prioritise and manage a varied workload.
- Confident use of IT systems, including online learning platforms and databases.

Communication and Interpersonal Skills

- Excellent communication skills, with the ability to engage and motivate learners.
- Ability to work effectively with staff, volunteers and external partners.
- Confidence in representing the organisation externally.

Values and Approach

- Commitment to the aims and principles of the Citizens Advice service.
- Strong commitment to equality, diversity and inclusion.
- Flexible, supportive and solution-focused approach.

Desirable

- Experience of using the Citizens Advice Training Platform (Skillbook).
- Experience of training volunteers.
- Experience of delivering Advice First Aid or similar awareness training.
- Knowledge of social welfare law or advice services.
- Experience of contributing to quality assurance or accreditation processes.

This role is subject to a DBS check and satisfactory references.

Citizens Advice Redbridge is an equal opportunities employer and welcomes applications from all sections of the community.



Terms of Appointment

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| Job Title: | Training Manager |
| Location: | Hybrid , working in a range of locations around Redbridge, and from home |
| Hours: | Mon- Fri, 35 hours but could be flexible after discussion with the right candidate |
| Salary: | £36,048 FTE per annum |
| Holiday: | 33 days annual leave (FTE), incl. public holidays |
| Contract term: | 12 month contract initially, with a view to becoming permanent if funding permits. |
| Preferred start date: | March 2026 some flexibility dependent on candidate |

What we give our staff

- 3% Employer Pension Contribution
- A company that is committed to its employees, valuing their knowledge, creativity, and flexibility
- Ongoing personal training and development
- The chance to work with amazing people and a nationally recognised charity.

How to apply

To apply for the role of Training Manager at CAR, please complete the application form.

All applications must be sent to
recruitment@citizensadviceredbridge.org.uk

Closing date for applications: Monday 16th February 2026

Interviews: 26th and 2nd March