Volunteer Training and Recruitment Officer

Job pack

Thanks for your interest in working at Citizens Advice Sandwell & Walsall. 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 Sandwell & Walsall.

In this pack you'll find:

- Our Visions, Aims & Values
- The role profile & Person Specification
- Terms and conditions
- What we give our staff

Want to chat about this role?
If you want to chat about the role further, you can contact Geri Taylor by emailing recruitment@citizensadvicesandwell-walsall.org or calling 07841 599 390.

Our Vision, Aims & Values

Citizens Advice Sandwell & Walsall provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination.

Our Vision

We will enable individuals and families in need by providing quality advice and advocacy. We constantly expand our partnerships and stakeholder network to strengthen our ability to influence policy and command change for the good of the community. We have highly trained professional teams that have the knowledge and skills to make the biggest positive impact.

Our Aim

- To provide the advice people need for the problems they face
- To improve the policies and practices that affect people's lives

Our Values

- We make a positive difference to the community
- We develop the knowledge of our people and are a learning organisation
- We celebrate individual and collective achievements that we can build on
- We embrace diversity and stand up for equality

The role

Hours: 37 hours per week
Salary: £26,259
Contract: Permanent
Location: Sandwell & Walsall

Citizens Advice Sandwell & Walsall is seeking to recruit an engaging Volunteer Training & Recruitment Officer to oversee the recruitment, training, development and retention of our volunteers.

Role profile

The post holder will be responsible for:

Recruitment

- Recruit volunteers enabling Citizens Advice Sandwell & Walsall to deliver a robust quality service to clients
- Promote volunteer opportunities, using different channels to target identified groups
- Deliver recruitment and selection activities that ensure a fit between the organisations needs and the volunteer's expectations
- Ensure new volunteers have a quality induction into the learning programme for their role

Planning and development

- Develop the organisation's volunteering strategy and annual work plan
- Ensure volunteers' views and needs are considered within strategic plans, change management and post audit action
- In conjunction with the management team, formulate the organisation's yearly training and development plan for volunteers
- Develop and maintain partnerships with relevant statutory and non-statutory agencies to ensure a wide and diverse range of volunteers are

recruited to the organisation

Learning, Development & Training

- Identify learning and development needs of volunteers
- Facilitate inclusive groups and / or one to one learning and development activities
- Organise internal and external learning and development activities to ensure the competence and continuing development of designated volunteers
- Contribute and co-ordinate the assessment activities and competence of designated volunteers
- Support volunteers in the successful completion of the Adviser Learning Programme (ALP) within given timeframes

Training

- Oversee the organisation's volunteer training programme and where necessary
- Assist trainees through self-learning modules and review progress on a regular basis
- Ensure trainee volunteers are informed of the activities, content and practical issues in the Citizens Advice learning programmes
- Research, design and deliver training programmes, sessions, lesson plans and materials, either face to face or using online platforms

Volunteer Retention

- To ensure volunteers are valued and treated as an integral part of the organisation
- To develop volunteer recognition and rewards schemes
- To develop volunteers in line with the organisations skills escalator where required
- To support volunteers into other roles within the organisation both paid and unpaid

Volunteer Management

- Maintain effective admin systems and records, work cooperatively with colleagues, encourage good teamwork and clear lines of communication
- Attend regular internal and external meetings

- Create a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and volunteers perform optimally

Administration

- Provide oral and/or written reports on progress for the Line Manager
- Ensure trainee volunteers are booked on any relevant training courses or events and stocks of training materials are maintained
- Manage GDPR in line with the organisations policies and procedures

Terms and conditions

To apply for this vacancy please visit our website

www.citizensadvicesandwell-walsall.org and complete the application form highlighting your suitability for the role. If you require a reasonable adjustment or other assistance to apply for this role please contact the Recruitment Team at recruitment@citizensadvicesandwell-walsall.org or call 07841 599390. Please note CV's will not be accepted.

What we give our staff

As a charity that truly values its people, we offer an excellent package of staff benefits. All of our roles attract a rewarding package with excellent terms including:

- A flexible 37 hour working week
- A healthy work life balance
- Workplace pension
- Generous holiday entitlement (26 days per year in addition to bank holidays)
- Excellent training & development opportunities
- Recruitment Referral Incentives
- Annual Team Away Days

- Occupational Sick Pay
- Employee Assistance Programme
- Eye Care Vouchers

Come and join an organisation where **84%** of our people would recommend us as a good place to work, we would love to hear from you!