

Job pack – Training Administrator

Thanks for your interest in working with Citizens Advice Rushmoor. 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
- Overview of Citizens Advice and Citizens Advice Rushmoor
- The role profile and personal 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 Karyle Davidge-Stringer, Service Manager, by emailing karyle.ds@citizensadvicerrushmoor.org.uk or calling 01252 310137

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.

3 things you should know about the Citizens Advice Service

1. We're local and we're national. We have 6 national offices and offer direct support to people in around 300 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 Citizens Advice Rushmoor works

We are a local, independent charity, committed to meeting the needs of our diverse community. With over 100 volunteers, and 35 paid staff, we respond to around 9000 unique clients each year, generating over 29,000 different issues.

Our Training Administrator plays a key role to ensure we have the robust systems needed to support a large and diverse team. The key technical and administrative skills are essential in supporting a smooth journey for ongoing learning, and in meeting national quality standards. Working across the whole organisation with our great team of volunteers and paid staff, the role is rewarding and varied.

We deliver our service through as many different channels as we can, to make sure we are accessible to everyone – this includes phone, webchat and email, as well as face to face advice. We are based at our mainstream offices in Aldershot and Farnborough for our core service, but deliver at a range of outreach locations too.

We run lots of different projects, to help meet community needs. These range in size and focus from our large [Pension Wise](#) service covering Hampshire, West Sussex, Surrey and Berkshire – through to small outreaches like the Prospect Estate Big Local in Farnborough.

We are proud to be among the top performing local Citizens Advice offices, and have won national awards for our work, including the “Championing Equality” award, for the Nepali language services we deliver. Our highly regarded Heathlands service specialises in delivering casework for clients with severe and enduring mental health illness.

Our Trustee Board takes responsibility for our organisational direction and focus. Click here for our [Annual Review](#) – lots of other information is on our website on www.citizensadvicerrushmoor.org.uk

Overview of the national Citizens Advice Service

The Citizens Advice service is made up of the national Citizens Advice charity, along with a network of around 300 local Citizens Advice members.

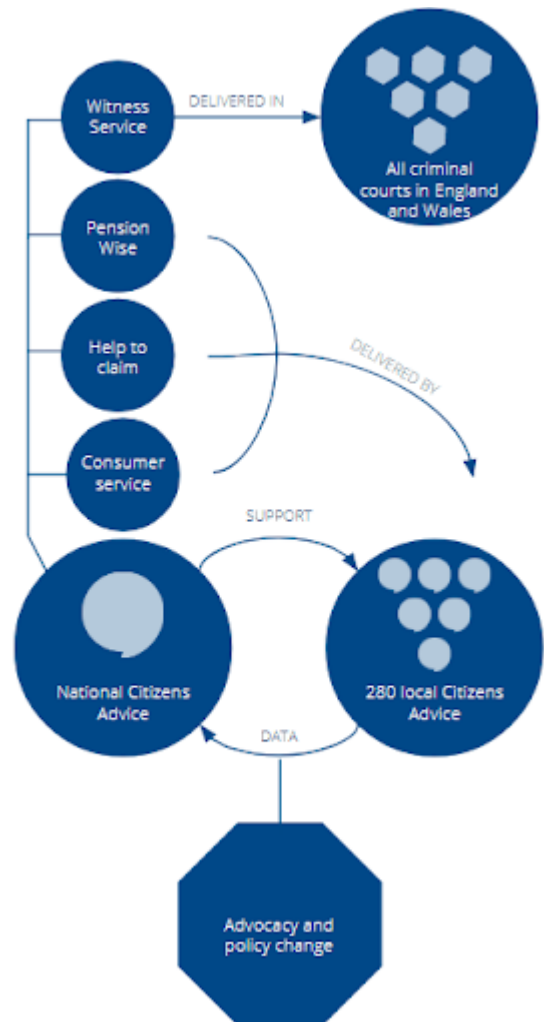
Our network of independent charities, delivers services from

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

We do this with

- over 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.



Key Dates

Closing date for applications is by 5.00 pm on **Thursday 5th September** with interviews to be held on 11th September



The role

Job Purpose

To enable effective learning and development for the district wide team to agreed quality standards, through provision of effective technical and administrative systems and support



Role profile

1. Coordinate recruitment and induction activities for volunteers and staff, including maintaining up to date staff records, contact information, turnover and exit information.
2. Take responsibility for key technical and administrative tasks to enable effective learning and development activities across the Citizens Advice Rushmoor team.
3. Support volunteers undertaking the Citizens Advice Modular Training Programme through
 - a. provision of appropriate learning materials
 - b. supporting access to online resources
 - c. completion of appropriate documentation
 - d. sharing information on learning opportunities
 - e. making course bookings and ensuring joining details are shared effectively
 - f. sending course reminders and feedback requests to maximise uptake
4. Use relevant systems to maintain clear and accessible training records and trainee progress, to capture and share information effectively with the district wide team.
5. Provide reports on training and learning activities, including evaluation and progression, to support effective supervision and development.

6. Provide practical support with learning sessions, such as induction, e-learning, workshops and taught courses; and support the delivery of internal training sessions with relevant materials, room bookings and information sharing.
7. Provide administrative support for the production of an annual training plan, in conjunction with the learning and development team.
8. Provide technical and practical support for staff using Casebook, Adviceline, CABlink, email and other systems (eg passwords, logins, resets etc).
9. Where agreed and appropriate, take formal line management responsibility for named volunteers (eg work experience placements and admin staff), to include goal setting and completion of agreed activities.
10. Arrange opportunities for volunteers to visit local agencies, to build positive relationships and enhance local knowledge.
11. Maintain up to date information on training programmes and online resources, informing relevant staff on a regular basis.
12. Where agreed, provide administrative support for arranging meetings and minute taking.
13. Provide wider administrative support to the team, including stationery orders, supplies etc.
14. Attend and support team meetings as appropriate.
15. Undertake other duties appropriate to the grade and nature of the post.



Person specification

1. **Proficient technical aptitude with ability to use and adapt a range of software, including spreadsheets, databases and online systems**
2. **Ability to manage and prioritise tasks systematically, with good attention to detail.**
3. **A good understanding of different learning models, including use of online resources, e-learning and modular training system.**
4. **Commitment to teamwork, with a focus on developing skills and understanding of volunteer advice teams.**
5. **Ability to work independently, and take responsibility for progression of key tasks.**
6. Able to provide support to others, with sensitivity to individual skills, abilities and support needs.
7. Understanding of, and commitment to, the aims and principles of the Citizens Advice service and its equality and diversity policies
8. Ability to organise and support the effective delivery of training (eg course bookings, presenting information clearly, communicating joining details and related practical support.)
9. Flexible and supportive approach, with a commitment to team working.
10. Able to work flexibly within the requirements of the role, and travel between Aldershot and Farnborough offices as appropriate.
11. Ability to communicate clearly verbally and in writing.
12. Experience of operating HR management systems an advantage.

Items marked in **bold** will be given most weight in the selection process



Terms and conditions

For the Training Administrator role the terms are

- Hours: 18 per week (flexible – to be worked over 2 or 3 days)
- Pay: £9,022 (£18,525 FTE - £9.63 ph)

Our standard terms and conditions include:

- A 37 hour working week, which forms the basis of all part time, pro-rata salary calculations
- 23 days' paid annual leave in each annual leave year, in addition to all normal public and statutory holidays (usually totalling 28 overall) – pro-rated for part time staff
- 5% employer contribution of eligible earnings to People's Pension personal pension scheme – with 3% minimum employee contribution
- Enhanced sickness scheme giving 1 month's full pay and 2 months' half pay during the first two years of service; and 2 months' full pay and 2 months' half pay after the 2nd year of service.
- Flexible working and home working where this fits the role requirements and business needs of the charity.
- Travel expenses of 40p per mile are paid (not including travel to work at our Aldershot and Farnborough offices).



What we give our staff

Our Trustee Board is committed to making Citizens Advice Rushmoor “a great place to work and volunteer”, reflected in our People Strategy and ongoing work. We value our team and subscribe to an Employee Assistance Scheme for all paid staff, covering confidential phone line, counselling and other online help.

We prioritise learning and development activities for our whole team. A team approach to underpin mutual support and wellbeing is reflected in our behaviours framework. Our Trustees take an active interest in health and safety, consistently addressing any issues which impact on our staff and volunteers.



How to Apply

Application form

Please complete your application and return it by email (as a Word document) no later than the closing date referred to in the advert. CVs will not be accepted as a substitute for the application form.

It is important that you complete the application form as fully and accurately as possible, ensuring that you give specific examples which demonstrate how you meet the essential and desirable criteria for the role for which you are applying. No assumptions will be made about your achievements and abilities, so it is important to explain these clearly and concisely.

Disability

Please let us know if you require any adjustments to be made to the application process or would like to be taken into account when we are considering your application. Please be assured that we will be supportive in discussing reasonable adjustments at any stage.

Entitlement to work in the UK

A job offer will be subject to confirmation that you are permitted to work in the UK in accordance with the provisions of the Asylum and Immigration Act 1996: evidence of this will be needed, if you are successful and an offer of employment is made.

Diversity Monitoring

Citizens Advice Rushmoor values diversity and promotes equality. Monitoring recruitment and selection procedures is one way of helping us to ensure that there is no unfair discrimination in the way that we recruit people. The diversity profile of people who apply for posts at Citizens Advice Rushmoor is given in confidence for monitoring purposes only and does not influence any recruitment decisions. If you would prefer not to answer any of the questions we ask, please leave them blank.

Shortlisting outcomes

Shortlisted applicants will be invited for an interview. Interviews may include a practical task or assessment, with all details provided before the interview.

References

All job offers are subject to the receipt of two satisfactory references: One should be from your current or most recent employer or line manager (if you are employed through an agency), or your course tutor if you have just left full time education. The other should be someone who knows you in a work related, voluntary or academic capacity. Both referees should be able to comment on your suitability for the role. References will only be taken up for successful candidates following interview.

Criminal convictions

Anyone who applies to work within Citizens Advice Rushmoor will be asked to disclose details of unspent convictions during the recruitment process.

Having a criminal record will not necessarily bar you from working for Citizens Advice Rushmoor – much will depend on the type of job you have applied for and the background and circumstances of your offence. However, we are not able to employ anyone with a conviction for a sexual offence against a child or vulnerable adult, regardless of when the offence took place. All other convictions will be considered on an individual basis.

Disclosure and Barring Service (DBS) disclosures are only requested where proportionate and relevant to the post concerned. If the post for which you are applying for requires a DBS disclosure, this will be noted in the application pack.