

**Recruitment Officer**

Job pack

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| **Want to chat about this role?**  If you want to chat about the role further, you can contact [jobs@arunchichestercab.org.uk](mailto:jobs@arunchichestercab.org.uk) or calling 01243 866233 |

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| **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 us** |   **1. We’re local and we’re national**. We have 6 national offices and offer direct support to people in 279 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.  **Overview of the Citizens Advice service**   |  |  | | --- | --- | | The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.  This role sits within our network of independent charities, delivering services from  ● over 600 local Citizens Advice outlets  ● over 1,800 community centres, GPs’ surgeries and prisons  They do this with:  ● 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. |  | |
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 **The role**

The aim of the role is to recruit new volunteers with the right skills to undertake one of the voluntary roles within Citizens Advice. The Volunteer Recruitment Officer understands specific volunteer needs and will balance these with the needs of the organisation. They will build partnerships with individuals and third parties to access and target potential volunteers, whilst defining a process for ongoing recruitment, as needed. This individual will exhibit strong networking and influencing skills, as well as being highly approachable and proactive. They will need to be comfortable and confident in providing presentations to groups and individuals.

**The Citizens Advice service values diversity, promotes equality and challenges discrimination. We encourage and welcome applications from people of all backgrounds. We particularly welcome applications from disabled and Black, Asian and Minority Ethnic people, as they are currently underrepresented in our workforce**

 **Role profile**

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| **Job Title:** | Recruitment Officer | | | |
| **Reporting to:** | Service Delivery Manager | | | |
| **Hours of work** | 15 hours per week, hours will be on a flexible basis, and with agreement of the line manager | | | |
| **Location:** | Hybrid working, some office based and some home working. | | | **Travel:** To events as appropriate |
| **Role purpose:** | * Understand the skill sets needed for each volunteer role within Citizens Advice. * Seek out partners, institutions or channels (e.g. online platforms, social media) that can target volunteer recruitment * Reach out to other organisations and groups to organise recruitment events * Created targeted recruitment campaigns * Work with the training team to induct new trainees into the organisation. * Monitor gaps in the teams and recruit specifically for these. * Keep a database of volunteer information and skills * Matching volunteers to opportunities that suit their skills * Keeping volunteers informed * Conveying the organisation's purpose   **Generic**   * Keep up to date with Citizens Advice aims, policies and procedures and ensure these are followed. * Monitor and evaluate activities appropriate to the role and provide regular reports on volunteer activity and numbers. * Attend regular centre meetings and external meetings relevant to the role (staff, team, management, trustee board, etc). * Work cooperatively with colleagues and encourage good teamwork, clear lines of communication and common practices within the bureau team. * Abide by health and safety guidelines and share responsibility for own health and safety and that of colleagues. * Carry out any other tasks within the scope of the post to ensure the effective delivery and development of the service | | | |
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| **Training** | The opportunity to shadow and work with the current recruitment officer will be available. |
| **Quality** | Support potential volunteers to understand the commitment and quality needs |
| **Equality and Diversity** | Ensure that work undertaken reflects and supports the service’s Equality and Diversity Strategy |
| **IT Proficiency** | Develop and maintain Information Technology proficiency to support your work requirements |
| **Other** | Comply with all the organisation’s published policies and procedures, with attention to Health and Safety, Risk Management, Confidentiality, Home Working policies and Equal Opportunities.  Uphold the aims and principles of the organisation  Undertake any other duties as might be reasonably required within the scope of the role. |

 **Person specification**

**Essential**

* Ability to commit to, and work within, the aims and policies of the Citizens Advice Service.
* A good up to date understanding of equality and diversity and its application to the provision of advice, and the development of volunteers
* Ability to monitor and maintain own standards
* Proven ability to create presentations appropriate for the role.
* Demonstrable understanding of the issues volunteers face
* Ability to self-motivate and motivate others
* Proven ability to monitor and maintain agreed targets, such as recruited volunteers
* Ability to prioritise own work and meet deadlines
* Ability to use IT systems and packages and electronic resources in the provision of recruiting
* Ability to work with the team
* Ability to find solutions with limited resources
* Knowledge of the voluntary sector
* Ability to organise events

**What we give our staff**

* Workplace pension available
* Employee Assistance Programme
* Commitment to continued professional development
* Supportive and flexible employer
* An opportunity to work within a team that is friendly, forward thinking and passionate about helping our community