



Volunteer research and campaigns coordinator

What will you do?

- complete an introduction to Citizens Advice and training for your role
- using Citizens Advice data and case studies, identify common, or unfair, problems that clients come for help about i.e. collating evidence via Evidence Forms and AIC Codes by running reports
- help volunteers and staff in the local Citizens Advice (and in other local Citizens Advice in your region) 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 national Citizens Advice carry out research and campaigns about how certain issues affect clients in your local area and promoting change. This might involve doing a survey with clients or members of the public to find out how a change in a benefit is affecting them and writing up a case study, gathering evidence using internet research, and then raising awareness of an issue.



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
- be able to understand complex information and explain it (verbally and writing) so that others understand it
- have a positive attitude towards research and campaigns, keeping up to date with current issues, and sharing your knowledge
- have good IT skills - with the ability to create Excel spreadsheets, graphs and pivot tables to be used in presentations and a good knowledge of PowerPoint presentations.
- Keenness to learn or share digital skills such as Tik Tok, Vlogging and Bloggs
- planning and problem-solving skills
- enthusiasm and desire to support and motivate others
- 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?

We can be flexible about the time spent and how often you volunteer so talk to us however it would be desirable to have someone available 1 or 2 days a week.



Valuing inclusion

Our volunteers come from a range of backgrounds, and we particularly welcome applications from racially minoritised people/people of colour, disabled people, people with physical or mental health conditions, LGBTQ+ and non-binary people.

If you are interested in becoming an advice session supervisor and would like to discuss flexibility around location, time, 'what you will do' and how we can support you please contact us.



Contact details T: 01279 770189 E: volunteering@harlowcitizensadvice.org.uk