



# Community Engagement & Development Coordinator

## Job Pack

Thank you for your interest in working at Citizens Advice Bury & Bolton. This job pack should give you everything you need to know to apply for this role and what it means to work for the Citizens Advice service.

In this pack you'll find:

- Our values
- 3 things you should know about us
- How the Citizens Advice network works
- Information about the organisation, team and the role
- The role profile and person specification
- The benefits of working for the organisation
- Our approach to equality and diversity.

## Citizens Advice Bury & Bolton (CABB) – About Us

We are a dedicated local charity committed to offering free, impartial, and confidential advice, information, and support to individuals across Bury & Bolton (with some out of area services). We value diversity, promote equality and challenge discrimination.

We are committed to putting equality and equity at the heart of everything that we do, with the overarching aim of being the go-to charity for anyone across Bury & Bolton in need of help, to find a way forward. This means we look at improving access, treating people with empathy and promoting an inclusive working environment for all of our colleagues.

As an individual charity, the Board of Trustees have overall responsibility for the strategic direction and oversight of CABB, delegating day to day management and delivery to the CEO and wider Executive Team, consisting of:

- Chief Executive Officer
- Director of Advice
- Director of Finance

Whether individuals are facing a single issue or a complex set of problems we provide personalised one-to-one advice. During 2023, we assisted 17,000 individuals with over 55,600 unique issues and helped clients gain over £14m.

**We do more than fix immediate problems, our advice makes a significant difference to the people we help:**





## Client Comments



## 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

### **We're local**

We have offices in Bury and Bolton, and deliver outreach sessions for clients across Bury, Bolton and other areas of Greater Manchester. During 2023, we assisted 17,000 individuals with over 55,600 unique issues, including welfare benefits, money and energy advice, housing, immigration and community care. and helped clients gain over £14m.

### **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.

### **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.

You can find out more about us via:

- The [Citizens Advice Bury & Bolton](#) website.
- The [national Citizens Advice](#) website and the Citizens Advice [Campaigning site](#).



## The Vacancy

Thank you for your interest in our **Community Engagement & Development Coordinator** vacancy.

## The Application Process

### Stage 1

Please submit your CV and a cover letter; this will be screened against the role description and person specification (below).

Your CV & covering letter should be sent to [jobs@cabb.org.uk](mailto:jobs@cabb.org.uk), by the closing date/ time.

Please ensure your CV includes the following information:

- Your contact details (address, telephone number and email address)
- Information about your education history
- Information about your career history
- Details of any professional qualifications including memberships

Please ensure your covering letter includes the following information:

- Your suitability for the role against the person specification outlined below. This is a key part of the process which allows you to provide evidence of your experience, knowledge, skills and abilities that are relevant to the role as described in the role profile.

**Should this information not be included, your application for the role will not be taken forward.**

Unfortunately, we are unable to provide feedback on applications which are unsuccessful at stage 1.

## Stage 2

Pending meeting the required standard in responses at stage 1, you will be invited to a face-to-face panel interview. During the panel interview, you may be asked to deliver a presentation (your invite will state if your interview is in-person or held via zoom and details of any presentation required).

Our application/ screening processes are outlined above. We also require a completed application form to be held on file – we will request this from the successful applicant when we make a formal employment offer.

## Key Dates

<b>Closing date</b>	22 <sup>nd</sup> July 2024, 10am
<b>Interview date</b>	27 <sup>th</sup> July 2024

### **Want to chat about the role?**

If you want to have a chat about the role further, you can contact us via [jobs@cabb.org.uk](mailto:jobs@cabb.org.uk). A member of the recruitment team will arrange a suitable time.

We wish you every success in your application, and thank you for taking the time to consider joining us.

# The Role

<b>Role</b>	Community Engagement & Development Coordinator
<b>Salary</b>	£26,975 – £30,095 (Pro-Rata if Part-Time)
<b>Hours</b>	28-35 hours per week The hours of work will vary, depending on the needs of the role. With advance notice, there may be evening and weekend work. The post-holder is expected to work flexibly.
<b>Location</b>	This is primarily a community-based role working across Bury & Bolton, with some in-office/ home working. Travel expenses are claimable.

Citizens Advice Bury & Bolton (CABB) is a leading provider of legal advice and information, supporting thousands of clients every year. We are a busy, client focused and dynamic service with a track record of delivering high quality advice.

This is a new, evolving opportunity within CABB and a great opportunity to help shape our community-based services across Bury & Bolton, promote CABB and support local communities to find a way forward.

The postholder will be a dedicated, flexible and stakeholder focused individual who is able to work independently, with minimal supervision, and enjoys working with a wide range of culturally diverse communities and groups across a number of venues. The postholder will have strong IT skills, be able to record information quickly and accurately, be responsible for engaging and supporting clients. You will have excellent communication skills, including how to overcome barriers and how to convey complex information in a clear straightforward manner.

As the Community Engagement & Development Coordinator, you will be responsible for developing community links across Bury & Bolton, mapping our community delivery locations to areas of most need and ensuring our community delivery has maximum reach.

The primary responsibilities will cover the following areas:

- Act as the 'face' of CABB locally & build trust within the community,
- Attend community & stakeholder engagement events,
- Set up and attend advice sessions within the community,

- Assess urgent matters which need specialist input and arrange internal referrals to colleagues within CABB for further information/ specialist advice & casework in money advice, energy, welfare benefits, housing and community care,
- Provide generalist advice and signposting,
- Provide information and guidance training to partners, professionals and community organisations about the CABB service and emerging social welfare law issues,
- Monitor and report local engagement and advice trends via qualitative and quantitative reporting, as required.

Strong communication and interpersonal skills are vital. You will be self-motivated, with strong research, telephone and IT skills and have the ability to contribute positively whilst having a flexible approach to service delivery.

*At CABB, we value diversity, promote equality and challenge discrimination. We encourage and welcome applications from people of all backgrounds. We particularly welcome applications from disabled people, people with physical or mental health conditions, LGBT+ and non-binary people, and people from racially minoritised communities.*

## Role Profile

Key accountabilities	Key elements & tasks
Community Engagement & Development Activities	Deliver a professional, welcoming and approachable CABB service within the community, leading on proactive engagement with culturally diverse communities and groups
	Lead on the development of new community engagement activities, targeting areas of most need and ensuring our community delivery has maximum reach
	Provide relevant information/ signposting/ referral/ next steps on a 1:1/ group basis within the community
	Build a working knowledge of local and national resources, including services and activities that are relevant to the various client groups and ensure clients are aware of the services that are appropriate for them.



	Proactively contribute to promotional & awareness raising campaigns
	Delivery of awareness raising/ community training sessions on identification of urgent issues, how to refer
	Actively support the development of key messages to different audiences, communicating both internally and externally, including the development of promotional material and information
Administration	Accurately record all elements of community engagement on relevant case management systems/ agreed pro-forma in line with quality and organisational policies, procedures and practices
	Gather and collate information on the needs and interests of the community through a variety of methods and techniques
	Effectively use systems in place to manage emails, calendars, chat platforms and any other required systems and services
	Provide qualitative and quantitative reports as required, suitable for both internal and external audiences
	Maintain confidentiality at all times, in line with statutory requirements and CABB policies
Teamwork	Be an active member of the wider team, acting and supporting colleagues in a collaborative way, while working with minimal supervision, including any paid/ unpaid team members who are the delivery of community engagement work
	Work flexibly, ensuring the evolving needs of the role and service are met
Service Development	To assist with the development of the service locally, regionally and nationally, publicising work as and when necessary
	Participate in local networks and partnerships with relevant organisations from all sectors, and to attend relevant meetings

	Work with colleagues to maintain a positive working and learning environment, in which equality and diversity are well managed, dignity at work is upheld and volunteers achieve their full potential
	Carry out other tasks within the scope of the post to ensure the effective delivery and development of the role
Training	To ensure through reading, training and consultancy, that your own level of knowledge CABB services and general advice is up to date
	To identify your own training needs in conjunction with the designated line manager and be prepared to undertake appropriate training in line with a learning and development plan and the needs of CABB
Other duties and responsibilities	Liaise, as appropriate, with relevant outside agencies (voluntary and statutory), other Local Citizens Advice offices and other stakeholders
	Present a professional appearance and act at all times to uphold the good reputation of Citizens Advice
	To comply with all published organisational policies and procedures, including supervision, appraisal and reviews
	Identify and report evidence to support social policy campaigns
	Work flexibly to undertake such other reasonable duties and responsibilities
<p>Please note that this job description does not constitute a 'term and condition of employment'. It is provided only as a guide to assist an individual in the performance of the job and is not included to be an inflexible list of tasks.</p> <p>The Citizens Advice Service is a fast-moving organisation and therefore an employee's duties may be varied from time to time. The post holder accepts that they may be required to work flexibly and undertake any other work or duties as may reasonably be required, within the scope of and commensurate to the nature of the post.</p>	

# Person Specification

(all criteria are essential unless otherwise indicated)

<b>Experience (through paid or voluntary work)</b>
Experience of working within an advice and information organisation within the third/charity sector (desirable)
Experience of working or volunteering at Citizens Advice or other not for profit organisation (desirable)
Basic knowledge of one or multiple enquiry areas (ie welfare benefits, debt, energy, housing, employment, family) (desirable)
Experience of using sensitive listening and questioning skills to get to the root of issues and empower clients, whilst maintaining structure and control of meetings and interviews
Experience of flexible working according to business demand
Proven experience of using Microsoft Office, and/ or web-based databases/ platforms
Experience of working towards targets
Experience of communicating effectively, both orally and in writing, with a wide range of people/ audiences through 1:1 and group settings
<b>Knowledge</b>
A comprehensive understanding of office and administration procedures
A thorough understanding of professional boundaries and the issues surrounding confidentiality, data protection and information assurance
<b>Qualifications and Training</b>
GCSE (or equivalent) to an appropriate standard
<b>Skills and Abilities</b>
Excellent time management skills, balancing competing priorities
Strong attention to detail and a high level of accuracy
Experience of and an ability to deal with stakeholders in a calm, respectful and effective manner
Ability to demonstrate professionalism in person and on the telephone at all times
Ability to work on own initiative, proactively manage a varied workload, ensuring deadlines are met
Effective written and verbal communication skills, including the ability to deal appropriately with a range of people via face-to-face, telephone and digital communication methods
The ability and willingness to liaise with outside agencies, and build effective working relationships with local and regional partners

Excellent verbal, written & numerical skills

### Additional Factors

Ability and willingness to work as part of a team and a commitment to collective team responsibility

Understanding of, and commitment to, the aims and principles of the Citizens Service in which equality and diversity is embedded throughout

Ability to use cloud based systems and IT packages, including, word processing, spreadsheets and email (maintain one or more electronic diary/diaries), and the ability to use or learn to use other packages as necessary

Awareness that Citizens Advice clients are at the heart of everything we do

## What we give our staff

We value the people who work here - and we show that in what we offer. As well as things like annual leave and our workplace pension, working at Citizens Advice means getting access to many benefits.

[Citizens Advice Bury & Bolton employee benefits package](#)



## Equality and diversity at Citizens Advice

We are fully committed to stand up and speak up for those who face inequality and disadvantage. We want this to be reflected in the diversity of the people who work for us.

To help us achieve this, we aim to make our recruitment process as fair as it can be. We also offer support to disabled candidates to make sure no one loses out on a role because of their condition.

**We judge the application, not the person.** The selection panel won't see your personal details. This makes sure each person's response is judged on its merits and not on their background.

Our commitment to equality runs through everything we do - read the [Citizens Advice Stand up for Equality Strategy](#) to find out more.

## Additional information

Please see the [CABB website](#) for information on the following:

- Disability
- Entitlement to work in the UK
- Diversity monitoring
- GDPR: How we will use your information
- References
- Criminal Convictions/DBS