



Oxfordshire

Learning & Development Manager

Recruitment pack

Thanks for your interest in working for Citizens Advice Oxfordshire. 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:

- Key facts about what we offer
- Other staff benefits
- Role description
- Person specification
- 3 things you should know about us
- Overview of Citizens Advice
- How Citizens Advice Oxfordshire works
- Our values

Application deadline: 9am Wednesday 22nd July, 2026

Interview dates: TBC

Want to chat about this role?

If you want to chat about the role further, you can contact emailing or calling staff-recruitment@caox.org.uk 01993 892063



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Key Facts

- Location:** Abingdon/Didcot/Henley/Oxford/Thame/Witney/Remote/Hybrid
- Hours:** 18.5 hours per week
- Contract:** Permanent
- Salary:** £31,930 - £32,960 FTE (full time is 37 hours)
£15,965 - £16,480 actual pro rata salary for 18.5 hrs per wk (0.5 FTE)
- Expenses:** Any additional travel above home to work can be claimed at £0.45 per mile
- Other:** A laptop and any other essential equipment will be provided



Other staff benefits

Workplace Pension

1. 5% employer contribution, minimum 3% staff contribution

Generous Holiday allowance

- 31 days plus bank holidays (pro rata for part time roles)

Ongoing training and development opportunities:

Your line manager and our Learning & Development Team will work with you to develop an individual training plan and offer opportunities to develop new skills relevant to your role.

Regular personal supervision and annual appraisal

Employee Assistance Programme:

- Telephone counselling support
- Personal legal and financial information
- Health advice across a range of medical and wellbeing issues
- Access to an online portal for further advice and support
- Speak in confidence to a third party with anonymity assured
- Available 24/7, 365 days a year

An opportunity to work with a fantastic team of dedicated volunteers and staff. We look forward to meeting you.



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Role Description

Role purpose

You will be responsible for the coordination of training and development of staff, volunteers and trustees at Citizens Advice Oxfordshire (CAOX), ensuring that CAOX maintains a high quality advice service. You will report to the Director of Operations, and manage the Learning & Development Officers.

Context of role

Citizens Advice Oxfordshire delivers advice across Oxfordshire, with a current team of approximately 75 staff and 260 volunteers in six offices and additional outreach locations across the county. We are a member of National Citizens Advice and our service is accredited to the Advice Quality Standard. Our volunteers and staff perform front line, high-impact advice work, and everyone who works for us is provided with comprehensive training to allow them to carry out this demanding work.

Key Responsibilities

You will lead on Learning and Development across the organisation. You will write and deliver our Annual Training Plan and contribute to our Workforce Development Plan to ensure that our staff, volunteers and trustees across the county have the knowledge and skills they need to deliver the best possible advice to our clients. The training you provide and arrange for our team will be key to maintaining compliance with the quality and professional standards set by our National association, regulators, and funders.

You will work closely with your team of L&D Officers to ensure that all training across Oxfordshire is delivered at a consistent standard and maximises opportunities to deliver training efficiently. With the help of Advice Service Managers across our offices, you will identify training needs and organise both in-person and online training appropriate to the subject. You will ensure that training resources and opportunities for professional development are allocated appropriately across our organisation to maximise the benefit to CAOX as a whole. You will develop our capacity to offer training to other organisations and agencies, turning our organisational experience and knowledge into a strategic asset.

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Role Profile

Planning & Development

- Lead the creation and implementation of the annual Training Plan and contribute to the Workforce Development Plan in line with CAO's strategic priorities.
- Prepare and when required present quarterly reports to the Senior Management Team, as well as the Trustee Board and relevant subcommittees regarding workforce competence, training impact, and compliance risks.
- Advise the Senior Management Team the L&D implications of organisational change, new projects, and funding bids.
- Develop and maintain links and partnerships with relevant statutory and non-statutory agencies.
- Organise and lead regular countywide L&D Team meetings to ensure aligned inter-office working and delivery of the training plan.
- Collaborate with the Director of Operations and Volunteer Recruitment Coordinator to develop the Volunteer Recruitment Strategy.
- Work with Advice Service Managers to align training availability with not only new volunteer demand, but service supervisory capacity, space, and budget.
- Champion an inclusive learning culture by embedding staff and volunteer feedback into strategic development and training design.
- Develop CAO's capacity to offer training to other organisations and agencies.

Recruitment & Selection

- Work in close partnership with the Volunteer Recruitment Coordinator and HR Manager to ensure that for both paid staff and volunteers, the transition from recruitment to training is seamless and supports a large, dynamic workforce.
- Assist with recruitment and selection activities for staff and volunteers as required.

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Management & Supervision

- Directly manage, support, and develop the Learning and Development Officers.
- Create a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and people can do their best.
- Ensure the effective management of trainees through regular reviews until training is completed.
- Establish standardised handover processes and documentation to guarantee continuity of support as staff and volunteers move from initial training to on-the-job supervision.
- Review and contribute to policy and procedure development for volunteer management.
- Ensure volunteers are aware of the policies and procedures in place to manage how they operate within the organisation.

Training Delivery & Strategy

- Lead the research, design, and delivery of a diverse training suite, from foundational advice skills to specialist caseworker and management development.
- Manage provision of high-quality, role-specific inductions into learning programs, and support of learners through self-study modules.
- Support line managers to assess the competence of new advisers through provision and monitoring of competency frameworks and assessment activities.
- Work with Advice Service and Project Managers to identify and meet the individual training and development needs of staff and volunteers via tailored development plans.
- Ensure that all training-related Leadership Self Assessment and compliance requirements are met and monitored, promptly actioning any improvements required by the SMT or Trustee Board.
- Embed Equity, Diversity, and Inclusion (EDI) into the heart of all learning materials and organisational culture.
- Deliver internal and external training as necessary.
- Develop and oversee delivery of Advice First Aid Training that can be delivered to strategic partners.
- Identify and act on your own training and development needs.

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Administration

- Ensure detailed and accurate training records for all staff and volunteers are maintained.
- Oversee the booking of training courses and other events within agreed budgets.
- Keep up to date with policies and procedures relevant to our work.

Research & Campaigns

- Promote the importance of research and campaigns work.
- Provide training on research and campaigns work to all staff and volunteers

Other

- Ensure that work reflects the aims and principles of the Citizens Advice service and its equity and diversity strategy.
- Comply with organisational mandatory training requirements.
- Carry out any other tasks that may be within the scope of the post.
- Abide by health and safety guidelines and share responsibility for your own safety and that of colleagues.



Person Specification

Essential Criteria:

1. Experience managing or supervising others to support and develop team performance, preferably in a training or Learning & Development setting.
2. A deep commitment to the value of volunteering, with the proven ability to support volunteers and an understanding of how to maintain their engagement in a professional setting.
3. Experience in creating and delivering engaging training that uses adult learning techniques to cater to differing abilities and learning styles.
4. Ability to research and simplify complex information to produce clear reports and accessible learning materials for a variety of audiences.
5. A collaborative approach to working within a team, including the ability to give and receive feedback objectively and challenge constructively.
6. Excellent organisational skills, showing a track record of meeting deadlines and regulatory requirements while collaborating across multiple teams.
7. Effective use of IT systems and digital tools to track learner progress and maintain accurate records for a large workforce.
8. A good understanding of Equity, Diversity, and Inclusion, with the commitment and drive to embed these principles into training materials and the wider workplace culture.
9. A demonstrable commitment to your own continuous professional development and the ability to identify your own learning needs.
10. Ability to commit to, and work within, the aims, principles and policies of the Citizens Advice service



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Desirable Criteria:

- Holds a recognised training or adult learning qualification
- Experience of working or volunteering within the Citizens Advice service

In accordance with Citizens Advice policy we will require the successful candidate to be screened by the DBS. However, a criminal record will not necessarily be a bar to your being able to take up the job.

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 around 230 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 Citizens Advice

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 280 local Citizens Advice members.

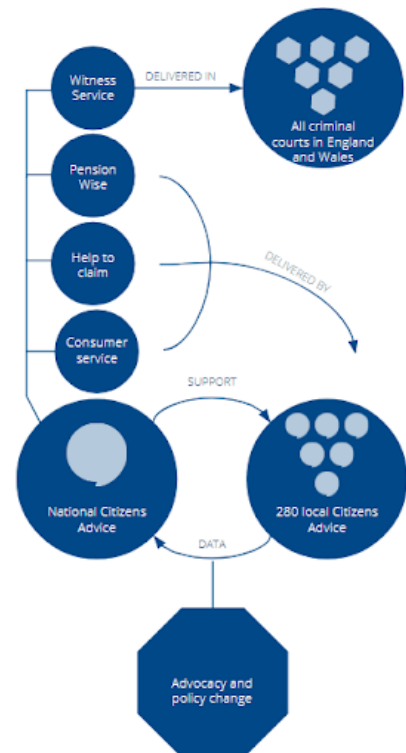
This role sits our network of independent charities, delivering services from

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

They do this with:

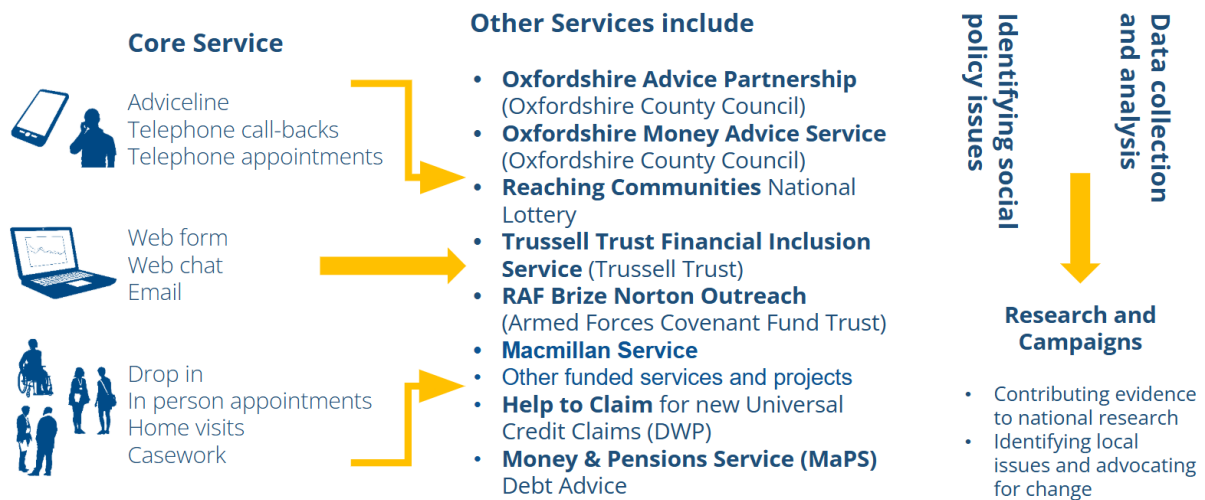
- 6,500 local staff
- over 23,000 trained volunteers

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.





How Citizens Advice Oxfordshire works



We provide a range of advice, guidance and support services to the people of Oxfordshire and beyond. We give advice on many issues, including; debt, benefits, employment, housing, consumer rights and relationship problems. We believe no one should have to face these problems without good quality independent advice.

• Our values

We're inventive. We're not afraid of trying new things and learning 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.