

## 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 Monday 27th April, 2026

**Interview dates:** Week commencing Monday 4th May, 2026

### 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](mailto:staff-recruitment@caox.org.uk) 01993 892063



## Key Facts

- Location:** Hybrid, requiring travel to various locations across Oxfordshire
- Hours:** 18.5 hours per week
- Contract:** Permanent
- Salary:** £27,645.00 - £28,536.77 FTE (full time is 37 hours)  
£13,822.50 - £14,268.39 actual pro rata salary for 18.5 hrs per week
- 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

- 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.**



## Role Description

### About the Role

At Citizens Advice Oxfordshire, our 250+ volunteers are the heart of our service. Our volunteers perform front line, high-impact advice work, often acting as the very first point of contact for clients with complex issues, and are provided with support and training to allow them to carry out this demanding work.

We are seeking a proactive and outgoing Volunteer Coordinator to develop and deliver a county-wide strategy and processes for volunteer recruitment, and support onboarding of compassionate, dedicated new volunteers into our learning and development programme. This is a pivotal new role designed to harmonise our approach to volunteer recruitment across our six offices. We currently have six advice centres across the County, and so travel between offices will be required. You will work in partnership with the Learning and Development Team and local Advice Service Managers to ensure that wherever a prospective volunteer wants to be based, they experience a consistently high-quality journey into our organisation. This position will be line managed by the Director of Operations and can be based either from one of our Oxfordshire offices or from home.

### Key Responsibilities

You will be the link between our local offices and the potential volunteers within the communities we serve, working closely with our Advice Service Managers to forecast their local need for new volunteers and maintain a steady pipeline of new talent. You will develop inclusive recruitment strategies that attract volunteers from diverse backgrounds. You will advertise and promote volunteering at Citizens Advice Oxfordshire through multiple channels including attendance at recruitment events. You will be a central point for potential and new volunteers across our offices for queries about and assistance with joining our organisation. You will work with the Learning and Development team to onboard successful new recruits, ensuring proper due diligence checks and documentation is completed for every new volunteer.



## Role Profile

### Planning and development

- Work alongside the Management Team to develop and deliver a volunteer recruitment plan for Citizens Advice Oxfordshire.
- Work with local Advice Service Managers to forecast volunteer demand for each local office and with the Learning and Development team to align training course availability with demand.
- Work with the Management Team to develop a range of volunteer roles to meet Citizens Advice Oxfordshire's needs.
- Prepare reports for the Senior Management Team on recruitment trends, diversity metrics, and the success of recruitment campaigns to inform future organisational strategy.
- Develop and maintain recruitment materials and processes.

### Volunteer engagement

- Promote volunteer roles across Oxfordshire with community organisations, universities and colleges, volunteer centres, online platforms.
- Run information sessions and recruitment events for potential volunteers.
- Arrange recruitment and selection activities that ensure a fit between Citizens Advice Oxfordshire's needs and volunteers' expectations.

### Delivery

- Oversee the recruitment process of all volunteers from advertising to appointment.
- Work with local offices to ensure consistent approaches, materials and standards are adopted for recruitment across the service.
- Oversee Safer Recruitment practices, including the management of DBS checks and reference verification, to ensure the protection of our clients and the integrity of our service.
- Coordinate our recruitment volunteers to manage initial enquiries and applications.
- Support local Advice Service Managers with volunteer interviews when needed.
- Maintain familiarity with National Citizens Advice requirements and recommendations on volunteer recruitment.



# Volunteer Co-ordinator

- Champion a candidate-first approach, ensuring our recruitment process is transparent, accessible, and consistently welcoming for all prospective volunteers.

## Volunteer support

- Ensure volunteer role descriptions are clear, accurate, and available.
- Create a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and volunteers can do their best.
- Act as the first point of contact for volunteer questions.

## Develop approaches to attract volunteers from diverse backgrounds.

- Identify barriers to entry, working with the Management Team to refine our recruitment strategy to attract individuals from all backgrounds.
- Gather data to inform improvements to recruitment processes.
- Track recruitment outcomes and identify successful channels.
- Refine recruitment campaigns based on data and feedback.
- Conduct exit interviews with departing volunteers to gather insights that will improve our initial recruitment and onboarding experience.

## Partnership working

- Build relationships with local partners to generate volunteer referrals.
- Engage with National Citizens Advice teams and resources to support volunteering.

## 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

1. Proven experience in volunteer recruitment or human resources, including the ability to develop recruitment plans and coordinate end-to-end selection processes.
2. Experience in working with, supporting, or supervising volunteers, and a commitment to the value of volunteering.
3. Excellent interpersonal and communication skills, including willingness to challenge constructively.
4. Demonstrable ability to build and maintain relationships with diverse external stakeholders and partners.
5. A strong commitment to Equity, Diversity, and Inclusion, with a desire to identify barriers to entry and develop targeted outreach for underrepresented groups.
6. Strong organisational and prioritisation skills, with the ability to meet deadlines and manage workload in a busy environment.
7. Ability to work collaboratively with different teams, and independently when required.
8. Proficiency in the use of IT systems, including online recruitment platforms and electronic resources for managing applications and documentation.
9. Ability to travel across Oxfordshire (Abingdon, Didcot, Henley, Oxford, Thame, Witney and other locations) to support local office needs.
10. Ability to commit to, and work within, the aims, principles and policies of the Citizens Advice service.

### Desirable Criteria

1. Experience of working or volunteering within the Citizens Advice service or a similarly complex multi-site volunteer-led environment.
2. Experience in data collection and analysis.

*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.

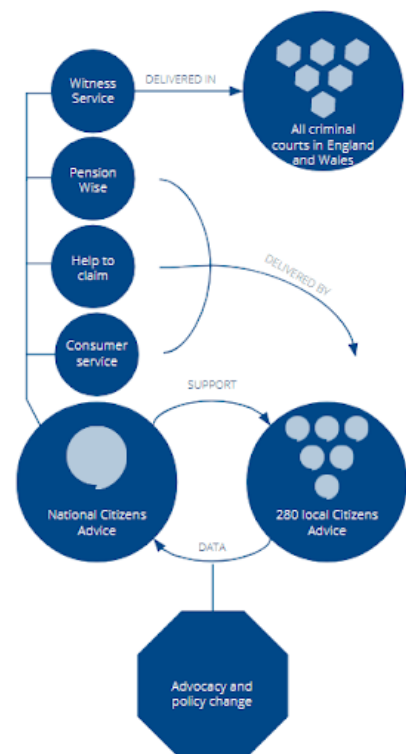
This role sits our network of independent charities, delivering services from

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

They do this with:

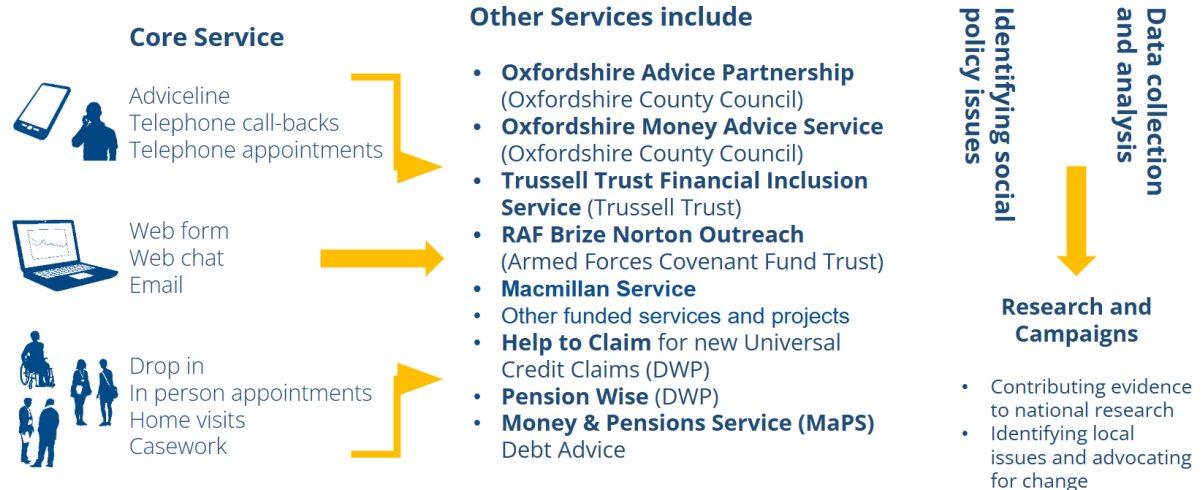
- 6,500 local staff
- over 23,000 trained volunteers

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.