



Research and campaigns Volunteer

We are currently looking for volunteers to join our Research and Campaigns team.

Commitment: 1 day per week on Wednesdays for at least 6 months.

The Research and Campaigns volunteer will support us in our aims by researching and gathering information and evidence from advisers on key issues which adversely affect residents in Westminster in order to make a positive difference to their lives through local and national campaigns. The role will include the following:

- Researching and gathering quality information and prepare and provide letters, reports and content for advisers, trustees, MPs, councillors, national funders and stakeholders on key issues affecting clients and the work of the organisation and the impact of funded services.
- Campaigning on a local and national level which can include contacting local authorities and central government with reports on relevant issues. They may also contact local and national media to engage them in campaigns as well as involvement in idea generation, planning and executing events.
- Prepare informative, easy to read and attractive leaflets on key topics for clients and other team members on major issues or campaigns
- Feeding back to assessors and advisers on the results of their work and provide them with assistance in completing evidence forms.
- Producing useful, appealing and easily accessible campaign materials and publications for informational purposes.
- Posting impartial and up to date quality information for audiences and followers of our Social Media platforms as part of our campaigning work, covering a range of topics beyond our active campaigning.

- Using our client database to do research and produce reports in usable formats for campaigns and as requested by the team
- Contact clients to follow up on the service they have received, to gather individuals for focus groups or to take part in research projects. To work with the wider team on sourcing suitable clients.

This role requires:

- Good level of IT Skills
- Good level of numeracy
- Strong communications skills
- A friendly, non-judgmental and respectful approach
- A willingness to learn about and follow the Citizens Advice aims, principles and policies.
- A keen interest in statistics, data research and data presentation
- Ability to take on projects and work on these with some autonomy

WHAT WE OFFER YOU

- Our team will support you as you join CAW and ensure that you get any training that you might need
- You will join a positive, supportive and friendly team of volunteers and paid staff
- All our volunteers are an integral part of our team. You are invited to attend regular trainings, join social events, and to support group activities
- Your line manager will provide regular individual meetings and support
- You will have access to national Citizens Advice e-learning, networks and resources.
- You will work through our training programme to ensure you take on all the different aspects of this role with support throughout
- It is CAW policy that volunteers should get out-of-pocket expenses.

WHAT ELSE YOU NEED TO KNOW

Equal opportunities

All Citizens Advice Westminster staff and volunteers are expected to carry out the Citizens Advice policy of equal opportunities. This means actively opposing all forms of discrimination and ensuring that the service is equally available to all people.

Confidentiality

Everything that you see and hear in the organisation is private. All staff and

volunteers must sign an agreement to observe a strict rule of confidentiality before they start in the bureau.

How to apply

You will need to complete the [application form](#).

If successful we will invite you for an informal interview where we will discuss your role, interests, and skills.

What happens after I have filled in the application form?

Your application will be reviewed and you may be asked to undertake a basic skills assessment and participate in an interview. The process will be friendly and supportive!

If you have any questions prior to completing your application, please contact volunteering@westminstercab.org.uk