

## **Social Policy Campaigner for Citizens Advice Richmond**

**We are looking for a new volunteer for our Research & Campaigns Team.**

**You will have the chance to make a real difference in our community, improve people's lives and contribute to the development of national and local policies and services.**

Citizens Advice Richmond provides free, confidential and impartial advice to those who live, work or study in the London Borough of Richmond upon Thames.

Our Research & Campaigns Team uses clients' experiences and stories to identify areas that call for changes in policy or delivery of services as well as carrying out broadly based research to investigate emerging problems. For details of our current and recent campaigns click on "Research and Campaigns" on our website [www.citizensadvice-richmond.org](http://www.citizensadvice-richmond.org)

### **What the Social Policy Campaigner will do:**

- work with the existing team (three volunteers) to summarise evidence of areas where policy or delivery needs to change
- take part in projects to analyse issues in greater depth and help to draft reports on topics that require urgent attention
- help to reach out to local organisations and media channels to deliver our key messages and present our recommendations for change effectively
- if you have appropriate skills and experience, leverage social media to disperse our messages more widely

### **Qualifications/experience:**

#### **Essential:**

- Strong verbal and written communication skills
- A keen sense of social justice and a determination to promote positive change
- Good computer literacy
- The ability to work closely with colleagues in a team

**Desirable:**

- some direct experience of advising or working with vulnerable people
- Skills and previous experience in extracting and analysing complex information, including statistics, and presenting it clearly and concisely
- Experience of keeping up to date with developments in other local and national organisations and networking with them effectively when required

**What's in it for you:**

- It is an opportunity to gain insight into a wide range of important issues that affect people who live, work or study in the borough and to campaign for changes that will improve their lives
- It's an opportunity to learn new skills and develop existing ones
- You will be welcomed as part of a friendly and committed team and be in contact with other volunteers and paid staff in a supportive environment
- You will receive introductory training in Citizens Advice's main areas of advice and further training in areas involved in the team's projects

**Role details:**

We want to recruit a volunteer to become a permanent member of our Research and Campaigns team and so expect a regular longterm commitment of two full days per week for two years. Currently due to the Covid-19 restrictions there is very little office based activity and you will need to be able to work at home in telephone and email contact with other members of the team.

This means that you will need to have access to the internet at home and preferably your own laptop or PC. Our IT team will help you to set up a new user account on your home computer so that you can keep your work for our team separate from your main user account. (This new user account can then easily be removed at a later date if you stop working for the team to protect the confidentiality of any data that has been analysed about individual clients). If this arrangement does not work for you the IT team will aim to provide you with a temporary computer geared specifically to your work for the team.

When normal office based activities resume you may be asked to attend one or two meetings at our main Hampton Hill office or our Sheen office as the need arises; but most of your work will continue to be home based.

**Application deadline: 19 December 2020**

**If you would like to find out more about this exciting role, please contact Mark Weston at [mark.weston@citizensadvice-richmond.org](mailto:mark.weston@citizensadvice-richmond.org)**

**Organisation details:**

Citizens Advice Richmond  
1<sup>st</sup> Floor  
94-102 High Street  
Hampton Hill  
TW12 1NY