

**Job title: Training Lead**

**Salary:** £16,000 per annum plus pension contribution (this is the pro-rata salary for two days per week, based on a full-time equivalent of £40,000 per annum)

**Location:** Hybrid- London Borough of Richmond Upon Thames

**Annual Leave:** Pro-rata entitlement based on a full-time equivalent of 28 days annual leave plus bank holidays.

**Hours:** 14 hours per week

**Contract:** Permanent subject to funding

**Report to:** Projects and Development Manager

**Works closely with:** Volunteer Coordinator, QAA Lead, and Management Team

**About the role**:

Our volunteers and staff are the lifeblood of Citizens Advice Richmond, providing vital support to thousands of local people each year. This Training Lead role is crucial for ensuring every team member is equipped with the knowledge, skills, and confidence to meet our quality standards and the evolving needs of our clients. You will be instrumental in shaping our training provision, from onboarding new volunteers through the Advice Learning Pathway (ALP) to providing ongoing professional development opportunities for everyone in the organisation.

**Purpose of the Role**

The Training Lead plays a pivotal role in building and maintaining a skilled, confident, and knowledgeable team. You will lead the coordination and delivery of training across the organisation, ensuring all learning aligns with Citizens Advice quality standards and the Advice Learning Pathway (ALP). You’ll be responsible for developing, delivering, and assessing training, supporting new volunteers through their learning journey, coordinating training needs across departments, and ensuring everyone in the organisation has access to professional development opportunities appropriate to their role.

**Key Responsibilities**

**Volunteer Recruitment & Training**

* Work in partnership with the Volunteer Coordinator to recruit, onboard and train new volunteers each year.
* Deliver structured training based on the Citizens Advice Learning Pathway (ALP).
* Assess volunteers for Level 1 Advice Readiness before they progress to independent advice delivery.
* Provide individual learning support and coaching as needed throughout their development.

**Organisation-Wide Learning & Development**

* Lead on identifying, planning, and coordinating internal training needs across the organisation (both staff and volunteers).
* Create and maintain an annual training plan aligned to organisational priorities and team development goals.
* Make the best use of Citizens Advice internal training resource Skillbook and support colleagues in building confidence to access online training.
* Source and/or deliver bespoke training to address specific skill gaps or emerging needs (e.g., safeguarding, digital literacy, EDI).
* Maintain and update training records, ensuring compliance with organisational and funder requirements.

**Assessment & Quality Assurance**

* Ensure all training meets Citizens Advice national standards and local quality requirements.
* Support managers and supervisors in assessing readiness and competence for advice roles.
* Contribute to the development of a learning culture across the organisation, promoting reflective practice and continuous improvement.

**Collaboration & Communication**

* Work closely with Advice Supervisors, Project Managers, and Leadership to ensure training is aligned with service delivery needs.
* Build relationships with external training providers and partners when specialist training is required.
* Report regularly to the Project and Development Manager on training activity, progress, and impact.

  **Person specification**

**Essential:**

* Experience in planning, delivering, and evaluating structured training programmes.
* Strong understanding of learning and development in a volunteer/staff setting.
* Ability to assess learner progress and provide constructive feedback.
* Excellent communication and interpersonal skills across all levels.
* Strong organisational and time management skills.
* Collaborative, flexible, and proactive approach to training and staff development.

**Desirable:**

* Experience delivering training in an advice-giving environment (Citizens Advice or similar).
* Knowledge of Citizens Advice’s Advice Learning Pathway or experience with competency-based training frameworks.
* Recognised training qualification (e.g., PTLLS/AET, CIPD, or similar).
* Experience using digital learning platforms (e.g., Moodle, e-learning modules).
* Commitment to equity, diversity, and inclusion in learning and service delivery.

**How to Apply:**

We are recruiting for this position on a rolling basis and reserve the right to close the vacancy once a suitable candidate is found. We encourage interested applicants to apply promptly.

Submit your CV and a cover letter to admin.hhill@citizensadvicerichmond.org

*If you have any questions about the role or the application process before applying, please contact Firoozeh at* *admin.hhill@citizensadvicerichmond.org*