



June 2025

Learning & Development Manager

Job pack

Thanks for your interest in working at Citizens Advice Watford. 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:

- Our values
- 3 things you should know about us
- Overview of Citizens Advice and Citizens Advice Watford
- The role profile and personal specification
- Terms and conditions
- What we give our staff

Want to chat about this role?

If you want to chat about the role, please contact emma@cawatford.org.uk

How to apply

Please read this Job pack before filling in your application. Once you are ready to apply, please access the [Application Form](#), download and complete it by Monday 7 July 2025 and send to: recruitment@cawatford.org.uk

Interviews week commencing 14 July 2025

Our values

Supportive - we enable and encourage each other and our clients, with kindness and understanding.

Collaborative - we work as one team, combining our skills and experience, and embrace partnership working to enhance the impact of our work.

Proactive - we strive to be a trusted service with the highest standards by seeking opportunities for improvement and innovation and through continual learning.

Fairness - we champion equality and inclusion by treating all with respect. We persevere to achieve fair and just outcomes for our clients.

3 things you should know about us

1. We're local and we're national. We have national offices and offer direct support to people from around 300 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

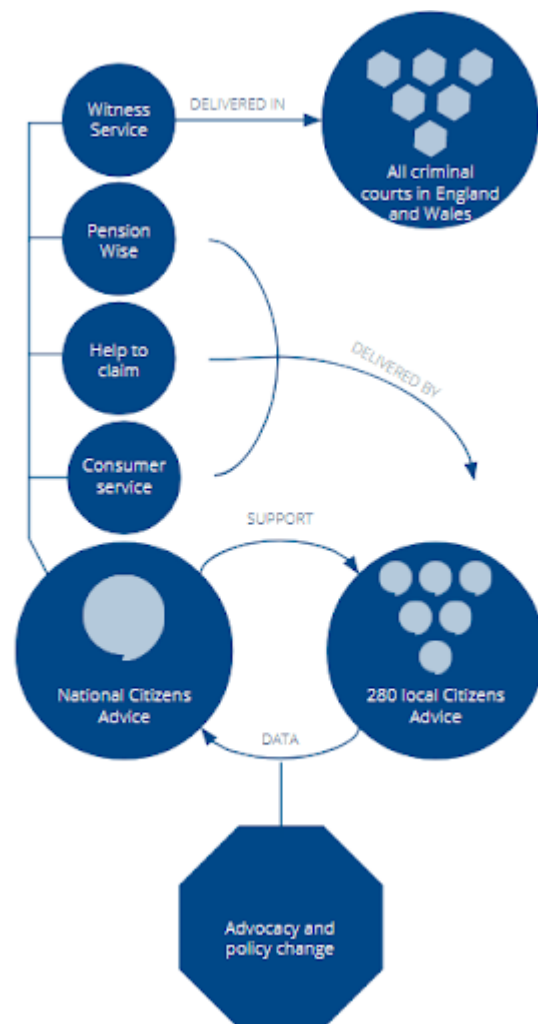
The Citizens Advice service is made up of the national charity - and a network of local Citizens Advice members around the country – all independent charities, delivering services from:

- 300 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and outreach locations

The local network has around:

- 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.



Citizens Advice Watford

We are an independent local charity that provides free impartial confidential advice, information and support to anyone living, working or studying in Watford and provide access to justice for all. We are a member of National Citizens Advice. We helped 10,000 clients with 18,000 issues in 2024/25 financial year.

We provide advice online, over the phone and in person. We give people the knowledge and confidence they need to find their way forward, whoever they are, whatever their problem. Our services range from advice through to fully supported casework.

We cover all subject areas with a focus on debt, welfare rights/benefits, housing and employment. We deliver targeted services to particularly disadvantaged groups. We use evidence from our clients to raise awareness about the issues that adversely affect people's lives and campaign for change. To find out more about us:

- Take a [look at our About Us information on our website](#)
- Look at [national Citizens Advice](#) website and the Citizens Advice [Campaigning site](#).

The role

The role you are applying for is Learning and Development Manager

Location:	Citizens Advice Watford
Reporting to:	Chief Executive Officer
Hours:	22.5 - 30 hours per week (flexible)
Salary:	£31,900 - £36,300 FTE, plus 6% pension
Benefits:	33 days (inc. bank holidays) pro-rata. Access to Telus Employee Assistance Programme, professional development opportunities, Disability Confident Employer
Contract:	Permanent
Closing date:	3 July 2025
Interviews TBC:	w/c 7 July 2025

About CA Watford

At Citizens Advice Watford, we pride ourselves on the values that make our workplace not just productive but also enriching and fulfilling. Our collaborative spirit is at the heart of everything we do, fostering a teamwork environment where every individual's contribution, staff or volunteer, is recognised and appreciated. We are proactive, anticipating the needs of clients, and take the initiative to provide the best service possible. We value diversity, promote equality and challenge discrimination. We encourage and welcome applications from suitably skilled candidates from all backgrounds.

Context of the Role

We are seeking a Learning and Development Manager who shares our vision of a thriving and supportive workforce. Through your management of volunteers and your coordination of the training and development we will maintain excellent quality of advice for clients and a fulfilling work environment for all staff and volunteers. An environment in which everyone has the knowledge, skills and confidence to excel in their role. As a key part of the senior management team, you will enjoy working collaboratively and effectively to deliver the aims and objectives of the organisation.

Role Purpose

- Recruit, induct, train and retain volunteers into various roles within the advice service
- Provide a supportive environment for volunteers throughout their time at CA Watford
- Plan and coordinate internal and external training to ensure that everyone is skilled in their role
- Implement annual training programmes to ensure the workforce is skilled and knowledgeable ensuring we maintain high quality of advice.

Role profile

Main Duties and Responsibilities

Volunteer Management

- Collaborate with the Service Manager, Projects & Quality Manager and the CEO to identify volunteer need for effective delivery of the advice service
- Plan and carry out inclusive recruitment campaigns including the promotion of volunteer opportunities
- Induct, train and retain new volunteers
- Support volunteers day-to-day and ongoing to ensure each one is operationally effective and fulfilled in their role.

Training & Development

- Design and deliver an annual training plan for volunteers and staff in collaboration with the senior management team
- Provide one to one support to new starters ensuring required training is completed, including observations, one to ones and group learning and sharing sessions
- Develop and deliver inclusive learning and development activities to meet quality standards and the required learning
- Organise internal and external learning and development courses to ensure the competence and continuing development of all the team
- Carry out and complete the assessment of competence of learners
- Provide in-person support and guidance to learners to prepare them for working with clients
- Provide ongoing coaching and mentoring to staff and volunteers
- Encourage experienced colleagues to contribute to training
- Gather feedback from learners to evaluate the effectiveness of training programmes and make improvements
- Stay up to date with Citizens Advice training requirements to ensure that as a service we are delivering against national requirements and quality of advice.

Administrative

- Manage all volunteer enquiries, answering questions and ensuring that potential volunteers understand what is involved in volunteering with CA Watford.
- Identify local events to attend to promote volunteer opportunities at Citizens Advice Watford
- Ensure volunteer opportunities are advertised within the wider community, and across various channels

- Shortlist and interview applicants for volunteering roles
- Maintain record of numbers, roles, hours volunteered and skillsets
- Maintain training records, making sure they are up to date regarding critical training information including GDPR, safeguarding and DBS checks when required
- Provide quarterly management reports to the Chief Officer about the volunteer team, containing relevant statistics and information, and proactively identify any shortages or new roles that can be developed
- Prepare for and attend supervisor sessions, team meetings and management meetings
- Ensure all work conforms to the organisation's systems and procedures
- Carry out exit interviews to inform the service where appropriate implement policy and processes.

Support and Communication

- Support and encourage all volunteers, be the main point of contact for them and be present to ensure they feel supported and valued
- Foster an inclusive culture where everyone feels they belong and people from all sectors of the community are welcome and able to achieve their potential
- Integrate volunteers into the team and encourage them to meet, speak to other colleagues and understand their value and importance to our service
- Influence the engagement and wellbeing of volunteers through inclusive practices, effective and frequent communication, celebration of achievements and policies that promote volunteer satisfaction
- With the other managers, undertake volunteer communication to keep everyone informed and up to date on the strategy, operations, and campaign activities.

Personal and Professional Development

- Keep up to date with legislation and information changes relevant to the role
- Identify own learning and development needs
- Undertake regular appraisals and supervision
- Ensure all compliance training is completed to a high standard complying with quality assurance processes.

Other Duties & Responsibilities

- With the managers, develop and implement policy in relation to volunteers
- Uphold the aims, principles, and equal opportunities policies of the Citizens Advice service
- Ensure compliance with Citizens Advice Equality and Diversity policies;
- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service;
- Abide by Health and Safety guidelines and share responsibility for own safety and that of colleagues and volunteers.



Person specification

1. Ability to commit to, and work within the **Aims, Principles and Policies of the Citizens Advice service** and the organisational **values of CA Watford**
2. Ability to **communicate effectively** with a wide range of people both verbally and in writing, with individuals or groups, including presentations and workshops, one to one and in group settings
3. Experience of **supervising or managing volunteers** with a clear understanding of the value of volunteering. Ability to recruit, manage issues, motivate and develop individuals
4. Practical experience of **coordinating training sessions** to a high standard
5. Ability to **give and receive feedback objectively** and sensitively and a willingness to challenge constructively
6. Ability **to use IT** in the preparation of training materials and reports
7. Experience of **prioritising own work** and meeting deadlines
8. A flexible and responsive **approach to teamwork** and the ability to encourage

and offer appropriate support to other workers

9. Understanding of the **issues affecting society** and their implications for clients and service provision
10. To have completed, or willing to complete, the **Citizens Advice certificated training**



What we give our staff

- We provide an employee pension scheme with a **6% employer contribution**
- Our Employee Assistance Programme [Telus](#) gives immediate access to professional and confidential counselling and advisory services
- **Flexibility** – our roles are open to discussion about flexible working
- Employees are entitled to 6.6 weeks paid annual leave in each year. In the case of full-time employees working a five-day week, this equates to **33 days paid annual leave (including the 8 statutory bank holidays). Pro-rata for part-time employees**
- **Training provided** to support continuous professional development. There will be opportunities to progress within the organisation.
- We are a disability confident employer