**Hours per week**

35

**Salary**

£26,754 per annum

More about the job

The successful candidate should have a proven track record in developing and delivering training sessions. Applicants should be adaptable, flexible and be able to demonstrate excellent communication and interpersonal skills. Committed and supportive to the needs and skills of others, you will be able to work both on your own initiative as well as part of a team. You should have the ability to build and maintain relationships both within the organisation and with external partners. The successful candidate shall have the ability to inspire others about our service and thrive on helping us to build a team of dedicated and passionate volunteers.

**Job Title:** Volunteer Training & Development Officer

**Responsible to:** Bureau Manager, Central Borders CAB

# About the role

The Volunteer Training & Development Worker will be responsible for creating and developing volunteering opportunities and carrying out recruitment campaigns for the Consortium of Scottish Borders CABx (Peebles and District CAB, Central Borders CAB and Roxburgh and Berwickshire CAB) across the Scottish Borders area. The role will involve working closely with the bureau managers to ensure an ongoing programme of recruitment and training of volunteers for all three bureaux. The role will also involve working with the managers to organise and deliver training for new and existing volunteers to ensure that continuous personal development and a high standard of advice is maintained. The post may be based in Peebles, Galashiels or Hawick (?) or may be home based, with travel to all of the CAB sites, as well as other venues in the Scottish Borders, expected.

# Job description

**Key responsibilities**

**Undertake and successfully complete CAB Adviser Training programme and any other relevant training**

* Develop and create new volunteering opportunities based on traditional (face to face) and new digital methods (web-chat, remote telephony) of delivering advice
* Utilising technology to make volunteering with The Scottish Borders CABx accessible as possible
* Develop a volunteer recruitment strategy with the managers for The Scottish Borders CABx offices (Peebles, Galashiels, Hawick, Duns, Eyemouth and Kelso)
* Promote the opportunity of volunteering with The Scottish Borders CABx by engaging with local partners, community organisations and stakeholders
* Continuously engage with new and existing volunteers to ensure training needs are being met and develop and deliver training events to those volunteers to maintain high standards of advice
* Support volunteers through the CAB Adviser Training Programme, including induction process and be on hand to offer advice and assistance to volunteers during their time at CAB
* Work with the managers to identify gaps in service delivery and create an action plan to resolve this
* Compile regular reports to monitor and evidence the development of the volunteer programme
* Apply CAB aims, principles and policies when recruiting, inducting and training new and existing volunteers
* Assist the Managers in ensuring all work meets quality standards set by Citizens Advice Scotland membership audit conditions and Scottish National Standards for Information & Advice as well as the requirements of funders
* To keep abreast of the latest developments in the voluntary sector

The above job description is not exhaustive and is clarified to include broad duties inherent in the post as reasonable requested by the Managers.

#

# Person specification

**Knowledge, skills and experience**

**Essential**

* Experience of carrying out promotional activity and engaging with organisations to promote services
* Knowledge of and the ability to use digital tools used to deliver services (web-chat, remote telephony etc.)
* Experience of developing and delivering training and the ability to identify gaps to inform the training needs of individuals
* Excellent organisational skills
* Excellent interpersonal skills and the ability to build positive working relationships with individuals from different backgrounds
* A proven ability to work effectively with a wide variety of stakeholders and partners
* Experience of using a range of IT tools to carry out your work, including case management systems, Microsoft Office applications, online applications, internet and email etc.
* Excellent oral and written communication skills, including the ability to communicate complex information in a clear and accessible manner
* A commitment to the aims, principles and policies of the Citizens Advice Bureau network
* Ability to operate as a team player and communicate effectively with colleagues and managers

**Desirable**

* Experience of working with/managing volunteers
* Experience of working, and knowledge of current trends, within the third sector
* Completion of Citizens Advice Scotland’s Adviser Training Programme (ATP)

**Additional requirements**

* The post is subject to the disclosure of criminal history information

**The Central Borders Citizens Advice Bureau is committed to equal opportunities both in service provision and employment.**