

Research & campaigns volunteer



What will you do?

- complete an introduction to Citizens Advice and training for your role
- work with our Deputy CEO to help co-ordinate, develop and promote all research and campaign activities at our office
- help identify common, or unfair problems that clients come for help about
- help our volunteers and staff understand the cause of the problem, how it affects clients, and what change would solve the problem
- help to organise a campaign with the aim of raising awareness of the problem. This might involve creating materials, such as newsletters or writing something for social media or local newspapers, which could be used to explain the problems to others (such as local councillors, or members of the public)
- help to organise a campaign with the aim of getting the organisation that is causing the problem, to change the way they do things
- help national Citizens Advice carry out research about how certain issues affect clients in your local area. This might involve doing a survey with clients to find out how a change in a benefit is affecting them



What's in it for you?

- make a real difference to people's lives
- learn about a range of issues such as benefits, debt, employment and housing
- build on valuable skills such as communication, listening and problem solving, and increase your employability
- work with a range of different people, independently and in a team
- have a positive impact in your community

And we'll reimburse travel expenses too if you live in Elmbridge.



What do you need to have?

You don't need specific qualifications or skills but you'll need to:

- have a strong sense of justice and an understanding of the importance of research and campaigns work
- be aware of key current social issues
- be non-judgmental and respect views, values and cultures that are different to your own
- have excellent verbal and written communication skills
- be able to understand information and explain it to others
- be willing to learn about and follow the Citizens Advice aims, principles and policies, including confidentiality and data protection
- be willing to undertake training in your role



How much time do you need to give?

We can be flexible about the time spent and how often you volunteer with us each week, so please talk to us.



Valuing inclusion

Our volunteers come from a range of backgrounds and we particularly welcome applications from disabled people, people with physical or mental health conditions, LGBT+ and non-binary people, and people from Black Asian Minority Ethnic (BAME) communities.



Contact details

Call us on 01372 462100 during our office opening hours or use our online form and we'll be in touch.