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

**Responsible to:** Operations Manager

# About the role

The Volunteer Training & Development Officer will be responsible for creating and developing volunteering opportunities and carrying out recruitment campaigns for Angus CAB offices in Arbroath, Forfar and Montrose. The role will involve working closely with the Operations Manager to ensure Bureau services are adequately staffed and volunteering roles reflect the needs of Angus CAB clients. The role will also involve organising and carrying out training for new and existing volunteers to ensure a high standard of advice is maintained.

# 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 Angus CAB accessible as possible
* Develop a volunteer recruitment strategy with the Operations Manager for Angus CAB offices (Arbroath, Forfar & Montrose)
* Promote the opportunity of volunteering with Angus CAB 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
* Supports 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 Operations Manager 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
* To assist the Operations Manager 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 Operations Manager.

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# 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 Angus** **Citizens Advice Bureau is committed to equal opportunities both in service provision and employment.**

**Charity number: SC010051**

**Charity name: Angus Citizens Advice Bureau (SCIO)**