

## **Research and Campaigns Assistant**

**Hours:** 4 - 6 hours per week but flexible

**Location:** Hertford

**Report to:** Chief Executive

**Context of role:** Citizens Advice East Herts covers a wide geographical area and sees a large number of clients (over 5000 last year). Its workforce is mainly volunteer staff but it also employs some paid staff. Staff work part time across five different locations.

In addition to providing advice to individuals we also campaign locally and nationally for improvements to the services and laws that affect our clients. We call this Research and Campaigns. We use evidence from clients to justify calls for improvements to the processes that affect both our clients and those who may never contact Citizens Advice.

We wish to continue our research and campaigning work by recruiting a Research and Campaigns assistant.

**Role purpose:** To support Citizens Advice East Herts improve the policies and practices that affect people's lives by influencing policy makers.

### **Role Description**

#### **1. Keep Up to Date with Existing and Potential Current Issues**

- Monitor Citizens Advice and other publications and newsletters.
- Monitor trends in client enquiries to identify potential local Research and Campaigns issues.
- Network where required with others involved in Research and Campaigns work.

#### **2. Maintain the Profile of Research and Campaigns**

- Make written and verbal presentations to the staff team or Trustee Board on aspects of local, regional and national Research and Campaigns work
- Ensure that advisers and other staff understand the impact of Research and Campaigns work, e.g. by reporting on successful campaigns.
- Communicate the outcomes of Research and Campaigning work including to Citizens Advice.
- Provide information packs for MPs briefing sessions.

## **Citizens Advice East Herts Roles Descriptions and Person Specification**

- Contribute to the annual report.

### **3. Carry out Research and Campaigns Training**

- Alongside the Training Supervisor run small group sessions for new and existing staff on Research and Campaigns, including: identifying Research and Campaigns issues and how to submit effective bureau evidence.
- Work with the Chief Executive and Training Supervisor to ensure that Research and Campaigns is integrated into all induction and training as appropriate.

### **4. Evidence Collection**

- Retrieve information from completed bureau evidence.
- Ensure advisers, gateway assessors etc are aware of current issues and priorities for evidence collection.
- Carry out client / waiting room surveys.
- Collect and analyse qualitative and quantitative evidence from a range of sources including surveys.
- Produce reports, briefings, consultation responses, calls for evidence.

### **5. Take part in national or regional Citizens Advice Research and Campaigns action**

- Inform colleagues about national or regional campaigns, surveys etc.
- Use national campaign materials locally.
- Draft press releases and draw up circulation lists for distribution.
- Ensure that Research and Campaigns work reflects and supports the Citizens Advice service's equality and diversity strategy.

## **Person Specification**

- Understanding of the importance of Research and Campaigns work and a commitment to using Research and Campaigns action to tackle problems at source.
- Understanding of and an interest in key current social policy issues, and their potential impact on clients.
- A good, up to date understanding of equality, diversity and discrimination and its application to Research and Campaigns work.
- Ability to commit to and work within the aims, principles and policies of the Citizens Advice service.
- Ability to develop and maintain systems and procedures to support Research and Campaigns work.
- Ability to devise, implement, monitor and evaluate a Research and Campaigns plan.
- Ability to use IT systems and packages.

## **Citizens Advice East Herts Roles Descriptions and Person Specification**

- Interpersonal skills and the ability to motivate colleagues.
- Ability to research, analyse and interpret complex information.
- Communication and presentation skills, with the ability to produce and present effective information, reports and briefings etc verbally and in writing.
- Ability to contribute to Research and Campaigns training.
- Ability and willingness to work as part of a team.
- Ability to work on own initiative, within given guidelines.
- A commitment to continuous professional development.