



Training and Support Officer

Job pack

Thank you for your interest in working at Citizens Advice Sefton. 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 will find:

- Information about Citizens Advice Sefton
- The role profile and personal specification
- Terms and conditions
- What we offer to our staff

Want to chat about this role?

If you want to chat about the role further, you can contact our recruitment panel by emailing recruitment@seftoncab.org.uk



As users of the disability confident scheme, we guarantee to interview all disabled applicants who meet the minimum essential criteria for the vacancy. We welcome applicants from diverse backgrounds e.g. the LGBT+ community and ethnically diverse backgrounds.

Citizens Advice Sefton

Citizens Advice Sefton is a local charity providing free, independent advice to people across the borough. Established in Bootle in 1939, we became a single borough-wide service in 2008 and now operate from offices in Bootle and Southport, as well as delivering advice in community settings.

We support residents with a wide range of issues, with most enquiries relating to benefits, debt and housing. Our services are delivered by a team of staff and trained local volunteers and are funded through a range of partnerships, including the Greater Merseyside Money Advice Partnership (via the Money Advice and Pension Service) and Public Health as part of the Living Well Sefton programme.

We also provide welfare rights advice, housing outreach, tribunal representation (in partnership with Citizens Advice Liverpool), and wellbeing mentoring, alongside financial resilience and energy advice. Our work is focused on tackling poverty and social injustice across Sefton.

Job Description



The role

The Training and Support Officer plays a central role in developing confident, capable, and high-quality volunteers across Citizens Advice Sefton. The post holder will deliver structured training, provide day-to-day support in advice sessions, observe volunteer interviews, and ensure standards are maintained. While the primary focus is volunteer training and development, the role also includes providing advice to clients when required for session cover or training purposes.

The post holder may be required to work across different office locations within Sefton.



Job Description

Key Responsibilities

1. Volunteer Training and Development

- Deliver induction and ongoing training for volunteers, ensuring they understand Citizens Advice values, core processes and the adviser learning pathway.
- Observe volunteer interviews and provide constructive feedback to support skill development.
- Assess competencies using Citizens Advice frameworks, ensuring volunteers progress safely and appropriately.
- Support volunteers through coaching, shadowing and debriefing, helping them reflect and grow.
- Maintain accurate training logs and contribute to the organisational training plan.

2. Volunteer Recruitment and Engagement

- Support volunteer recruitment, selection and induction, including involvement in interviews and welcome processes.
- Help volunteers feel welcomed, supported and embedded within the team.
- Promote volunteer development, wellbeing and retention.

3. Advice Session Support & Advice Giving (as required)

- Provide real-time support to volunteers during advice sessions, ensuring they follow correct processes and feel supported.
- Assist with managing session flow, volunteer preparation and debrief.
- Deliver client advice when needed to support session cover or to demonstrate best practice.

4. Quality Assurance & Service Improvement

- Ensure volunteers work to Citizens Advice quality standards.
- Review case notes and provide structured feedback to support learning.
- Identify trends or service needs and report them to the Advice Delivery Lead.
- Encourage volunteers to collect evidence for Research & Campaigns.

5. Professional Development & General Duties

- Maintain up-to-date knowledge of relevant legislation and Citizens Advice procedures.
- Use IT systems effectively for case recording, training records, and reporting.
- Work within organisational policies, including safeguarding, confidentiality and data protection.
- Undertake other duties within the scope of the role.



Person specification

Person Specification – Training and Support Officer

Essential Criteria

1. Training, Coaching and People Development

- Experience supporting others to learn through training, mentoring, coaching or structured guidance.
- Ability to observe performance and provide clear, constructive and supportive feedback.
- Ability to adapt approaches to suit different learning styles and confidence levels.

2. Experience Working With the Public or Vulnerable People

- Experience in roles involving direct contact with clients, service users or customers (e.g. advice, support work, housing, health, care, education, customer service).
- Strong listening and questioning skills.
- Ability to explain complex information simply and clearly.

3. Communication and Interpersonal Skills

- Excellent written and verbal communication skills.
- Confidence in supporting individuals or groups in a learning environment.
- Ability to create a supportive, inclusive and encouraging learning culture.

4. Organisation and Recordkeeping

- Strong organisational skills and ability to manage multiple priorities.

- Confident using IT systems including databases, case recording systems or training platforms.
- Ability to maintain accurate training records.

5. Quality, Improvement and Problem Solving

- Ability to review work and provide feedback that supports improvement.
- Proactive and solution focused approach.
- Commitment to high standards and continuous improvement.

6. Willingness to Train to Citizens Advice Standards

- Willingness to complete the Citizens Advice Generalist Training Programme if not already qualified or experienced.
- Commitment to applying Citizens Advice procedures, quality standards and frameworks.

7. Personal Qualities

- Supportive, approachable and people focused.
- Adaptable and resilient.
- Commitment to confidentiality, safeguarding and equality.

Desirable Criteria

- Experience designing or delivering training in an adult learning or community-based setting.
- Experience supporting or managing volunteers.
- Knowledge of welfare issues (benefits, debt, housing, employment) or willingness to learn.
- Experience in quality assurance, coaching or supervisory roles.

In accordance with Citizens Advice national policy the successful candidate may be screened by the Disclosure and Barring Service (DBS). However, a criminal record will not necessarily be a bar to your being able to take up the job.



Terms and conditions

Salary: £29,874 per annum (full-time equivalent).

Actual salary: £20,485 per annum for 24 hours per week (4 days).

Hours: 24 hours per week, worked over 4 days (9:30am – 4:30pm).

Contract type: Permanent

Annual Leave: 28 days plus Bank Holidays (part time pro-rata)

Pension: 7% (If you pay at least 1% salary contribution into the stakeholder scheme we will top this up to the required 8%)

What we offer to our staff

- A contribution of 7 % of your salary into a Stakeholder Pension
- Development and training
- Cycle to work scheme

For an application pack go to <https://seftoncab.org.uk/jobs/> or email recruitment@seftoncab.org.uk or telephone 0151 282 5650 for paper copies. Application is via application form

Please note: **Closing date for applications: 18th May 2026**

Interview date: TBC