**Research and Campaigns Volunteer role description**

**Purpose of the role**

To co-ordinate, promote and be involved in all research and campaigns activities at Brighton and Hove Citizens Advice.

**Location of the role**

The team generally work and meet remotely, though there are spaces in our offices in Hove to meet and work together when agreed.

The Research and Campaign team communicate together throughout the week in online channels including Zoom, Google meet and email. They meet biweekly to discuss and plan actions.

The role is very flexible and suits people who work well within a team and who can work independently.



**What will you do?**

* Complete an introduction to Citizens Advice and training for your role
* Keep up to date with research and campaign issues – nationally and locally
* Monitor trends in enquiries to identify issues for potential local or national research and campaigns work
* Work with advisers to identify suitable cases for research and campaigns work, to include the submission of Evidence Forms to Citizens Advice
* Report on research and campaigns issues at team meetings, board meetings and the annual report – verbally or in writing
* Network with other people involved in research and campaigns work within Citizens Advice, locally, regionally and nationally
* Maintain the profile of research and campaigns within Citizens Advice Brighton and Hove
* Promote discussion on research and campaigns issues and campaigns
* Help to organise campaigns with the aim of raising awareness of any issues. This might involve creating materials such as newsletters or articles for social media or newspapers which could be used to explain the issues to others (eg local councillors, MPs, members of the public)
* Help national Citizens Advice carry out research about how certain issues affect clients in our local area. This might involve doing a survey with clients to find out how a change in a benefit is affecting them.
* Make proposals for new research and campaigns initiatives
* Review the effectiveness of all research and campaigns work

**Other Duties and Responsibilities**

* Develop and maintain systems for recording and monitoring research and campaigns work
* Maintain detailed records for the purpose of information retrieval, statistical monitoring and reporting
* Work within Citizens Advice Brighton and Hove’s wider systems and procedures to ensure the effective delivery and development of the service

**What’s in it for you?**

* Build on valuable skills such as communication, research, campaigns, how to engage with a range of audiences
* Have a positive impact in your community and on broader society
* Make a real difference to people’s lives
* Learn about a range of areas such as benefits, debt and housing, and how issues in these areas can affect people’s lives
* Increase your employability

And we’ll reimburse expenses too.



**What do you need to have?**

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

* Be willing to learn about and follow the Citizens Advice aims, principles and policies, including confidentiality and data protection
* Be non-judgemental and respect views, values and cultures that are different to your own
* Be able to understand complex information and explain it (verbally and writing) so that others understand it
* An understanding of the importance of research and campaigns work
* An understanding of key current social issues and their potential impact on Citizens Advice clients
* Ability to work constructively with other agencies and as part of a team
* Ability to work on own initiative, within given guidelines
* Good IT skills and willingness to learn further IT packages
* Excellent verbal and written communication skills
* Be friendly and approachable



**How much time do you need to give?**

We can be flexible about the time spent and how often you volunteer so come and 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.

If you are interested in becoming a research and campaigns volunteer and would like to discuss flexibility around location, time, ‘what you will do’ and how we can support you please contact us.

**Contact details**

Email: [recruitment@cabrightonhove.org](mailto:recruitment@cabrightonhove.org)