

We are Recruiting: Trainer / Supervisor

Hours: 37 hours per week

Salary: £26,926 (FTE) Pay award pending

Contract: Permanent

Location: Hertford and Bishop's Stortford

Application deadline: We will interview on a rolling basis as soon as we receive a suitable application. Advert will close 23 March 12pm

Citizens Advice East Herts are looking for a new full time Trainer / Supervisor following the promotion of the previous post-holder. This is an exciting time to join us, as we have an ambitious agenda to expand our advice services to meet the need of people in East Herts.

This post will lead on recruitment and training of new volunteers and oversee training and development of existing staff and volunteers. The post will also involve support and supervision of volunteers and paid staff.

We are looking for an individual who has experience of advice giving, Citizens Advice trained preferably but not essential. You should have acute attention to detail, to be able to monitor the work of volunteers to equality and service level standards, be approachable and friendly and have the flexibility and resilience to deal with challenges that this role may present. You should also have experience of supporting others, preferably volunteers, and your presentation and organisational skills will equip you to develop and deliver training to improve staff and volunteer development. A willingness to work across our sites is essential.

Citizens Advice values diversity, promotes equality and challenges discrimination. We encourage and welcome applications from people of all backgrounds.

For an informal chat please talk to Laura Hyde, Chief Executive. For more information:

Look at the paid staff vacancies page on www.citizensadviceeastherts.org.uk

Call (01279) 755557

Email admin@citizensadviceeastherts.org.uk