



Recruitment Volunteer

The Recruitment Volunteer will assist in the recruitment and onboarding of new volunteers to ensure that Citizens Advice Hart continues to grow and deliver essential services to the local community. This role offers an exciting opportunity to play a pivotal part in supporting our volunteer program and contributing to the ongoing success of our charity.

Key Responsibilities

- **Recruitment Support:** Assist in processing applications, conducting initial screenings, and helping with interview arrangements for potential volunteers.
- **Engagement:** Engage with potential volunteers by providing information about Citizens Advice Hart's mission, values, and the specific roles available. Answer queries and offer guidance throughout the recruitment process.
- **Onboarding Support:** Support new volunteers by coordinating or assisting with their induction and orientation, ensuring they have the information they need to start their volunteering journey.
- **Data Management:** Maintain accurate records of volunteer applications and recruitment progress, ensuring compliance with data protection regulations.
- **Outreach and Networking (optional):** Attend local events, fairs, or networking opportunities to raise awareness about volunteering with Citizens Advice Hart and build relationships with community organisations and partners.
- **Ongoing Communication:** Stay in contact with existing volunteers to encourage retention and gather feedback on the recruitment process to improve future efforts.

Skills

- Communication: Strong verbal and written communication skills, with the ability to engage with people from diverse backgrounds.
- Organisational skills: Ability to manage multiple tasks, prioritise effectively, and meet deadlines.
- Empathy and sensitivity: A caring approach to supporting potential volunteers, understanding their motivations, and ensuring a positive experience.
- Attention to detail: Ensure that all recruitment documentation is completed accurately and efficiently.
- IT proficiency: Competent with Microsoft and associated apps
- Teamwork: Ability to work collaboratively with the team of staff and volunteers.

Why volunteer for us?

Citizens Advice is there to help people whenever they need it, to campaign on issues that need changing and to champion equality. By joining us you will play a vital part in delivering a much-valued service across Hart District. Your skills can help make a difference to those in need.



What's in it for you?

- Build on and develop skills
- Increase your employability
- Have a positive impact on someone else's experience of volunteering with the local Citizens Advice
- Meet people and build relationships with other volunteers
- Contribute to the smooth running of the advice service which makes a real difference to peoples' lives

And we will reimburse expenses too.



What do you need to have?

Our volunteers come from a range of backgrounds as we welcome applications from all members of our community that have the attributes for the role.

You'll need to;

- Be friendly, patient and approachable
- Respect views, values and cultures that are different to your own
- Have good verbal and written communication skills
- Have good IT skills, including MS Office
- Be willing to learn about and follow the Citizens Advice aims, principles and policies, including confidentiality and data protection
- Be willing to undertake a full induction and training in your role



How much time do you need to give?

Our offices are open 9.30 to 3.30pm and you would normally volunteer for a morning or afternoon session although you are welcome to do more than one session if you would prefer.

Where will you be based?

From our office in Fleet or volunteering from home possible.



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, LGBTQ+ and non-binary people, and people from Black, Asian and Minority Ethnic communities.

If you are interested in applying for the role and would like to discuss flexibility around location, time, 'what you will do' and how we can support you please contact us.



Contact Details

Volunteering@citizensadvicehart.org.uk

Citizensadvicehart.org.uk/get-involved/volunteering