

# HR Recruitment Support Volunteer



## What will you do?

- Complete an introduction to Citizens Advice and training for your role
- Help with the day to day running of Volunteer Recruitment Department
- Contact people who have applied for a role and send out relevant information
- Respond to initial enquiries about volunteering
- Check and monitor Volunteer Recruitment tracker Form and keep up to date records relating to volunteer recruitment
- Help organise interviews and administer pre-selection exercises where appropriate
- Support HR recruitment co-ordinator with post interview correspondence.
- Help staff and volunteers to arrange a talk or event to promote the local Citizens Advice to people at community events, colleges/universities, local companies, groups (disability, social, charity, religious), volunteering fairs etc.
- Help staff and volunteers to attract volunteers from a range of backgrounds



## What's in it for you?

- Make a real difference to people's lives, including to people who go on to volunteer, and to clients who receive a service from volunteers
- Learn about different volunteer roles and the experiences of volunteers
- Build on valuable skills such as communication, listening, advertising and recruiting
- Work with a range of different people, independently and in a team

- Have a positive impact in your community
- Increase your employability

And we'll reimburse expenses too.



## What do you need to have?

You'll need to be competent in your role as a volunteer and provide a good standard of service to all our members.

- Be friendly, approachable and non-judgmental and respect views, values
- Ideally Human Resource experience or keen interest in this field
- Have excellent verbal and written communicating skills
- Have good IT skills: experience of keeping (HR) records electronically, using Microsoft 365 – teams, word, outlook and excel spreadsheets
- Be friendly and approachable
- Be non-judgmental and respect views, values and cultures that are different to your own
- Have a positive attitude towards volunteering
- Be willing to learn about and follow the Citizens Advice aims, principles and policies, including confidentiality and data protection
- Be willing to undertake training in your role
- Be able to work from home in a confidential environment with consistent Broadband coverage.



## How much time do you need to give?

We ask that you can volunteer for at least 2 days a week, with a minimum commitment of 1 year. We can be flexible with the hours that you volunteer, so come and talk to us and join us in making a difference.



## Valuing inclusion

Our volunteers come from a range of backgrounds, and we particularly welcome applications from racially minoritised people/people of colour, disabled people, people with physical or mental health conditions, LGBTQ+ and non-binary people. We are committed to making reasonable adjustments for applicants with disabilities to ensure full participation. If you are interested in becoming a 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

Please contact [recruitment@citizensadvicebromley.org.uk](mailto:recruitment@citizensadvicebromley.org.uk) to discuss this position.