

Training Support Volunteer

What will you do?

As a Training Support Volunteer, you will play a key role in helping new volunteers build the confidence, knowledge, and skills they need to provide high-quality advice to our clients.

You will work closely with the Training Supervisor and other team members to support learning, coaching, and ongoing development across the volunteer team.

Your tasks may include:

- Completing an introduction to Citizens Advice and any required training for your role.
- Assisting the Training Lead in supporting advice trainees throughout their learning journey.
- Welcoming new volunteers, discussing your role, and helping them settle in.
- Supporting trainee advisers to write up clear, accurate summaries of client issues and proofreading their case notes.
- Identifying areas where additional training or support may be needed and sharing this with the Training Supervisor or relevant colleagues.
- Helping to deliver induction sessions and ongoing training, and supporting with marking and feedback.
- Providing one-to-one coaching and mentoring to trainee advisers.
- Taking part in interviews for new volunteer applicants and supporting them throughout the training process.
- Monitoring trainee advisers' progress, providing constructive feedback, and reporting to the training team.

- Supporting volunteers in developing key competencies such as interview techniques, advice-giving skills, and use of Citizens Advice systems.
- Keeping up to date with Citizens Advice training materials and contributing ideas to improve our resources and approach.



What's in it for you?

- Meet people and build relationships with new volunteers.
- Build on valuable skills such as communication, feedback and training.
- Increase your employability.
- Work with a range of different people, independently, or in a team.
- Opportunity to contribute to the growth and success of new advisers.
- Have a positive impact on someone else's experience and on your community – see how we're making a difference here: <https://www.bromleycab.org.uk/news>



What do you need to have?

You'll need to be competent as a volunteer providing information or advice to clients and have recent experience as a generalist adviser or in similar role.

- Be friendly, approachable and non-judgmental and respect views, values and cultures that are different to your own.
- Have excellent verbal and written communication skills as well as strong IT skills.
- Empathy, encouragement, and the ability to motivate others.
- Trustworthy, reliable, and a positive team player.
- Be willing to learn about and follow the Citizens Advice aims, principles and policies, including confidentiality and data protection.
- Experience in advice work or a good understanding of Citizens Advice service.
- Be willing to undertake training in your role.



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 2 years. 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 to discuss this position.