

Become a Citizens Advice volunteer

We give people the knowledge and confidence they need to find their way forward - whoever they are, and whatever their problem.

Our national organisation and network of local independent charities help millions of people every year with free, practical advice. This means we really understand the issues affecting people in our society and advocate for changes to policies and practices that will improve lives.

We are supported by volunteers who are at the heart of the communities they serve.

If you want to help us shape a society where people face far fewer problems, this is the role for you.

Looking to make a difference in your local community?

[Find out more about Citizens Advice](#) and this volunteering opportunity at [Citizens Advice Redbridge](#).

Research and Campaigns

Role purpose

Turn our client stories into powerful evidence to highlight and raise awareness of local issues and campaign for change - so we can live in a society where people face far fewer problems.

What's in it for you?

- Make a real difference to people's lives
- Gain new skills and knowledge, and build experience for employment
- Use and develop existing skills to do something worthwhile
- Improve your health, wellbeing, confidence and self-

	esteem • Meet new people from a range of backgrounds and ages • Get to know and give something back to the local community • Experience expert training and support and feel part of a team
What will you do?	• Work with staff and volunteers to identify and monitor trends in the problems experienced by our clients • Gather evidence and collect data relevant to the trends you identify • Raise awareness of local issues with your colleagues by talking about research and campaigns work, and supporting them to share evidence • Develop resources (e.g. presentations, reports, social media posts), and help organise campaigns to raise public awareness of particular issues • Contribute to meetings, contact MPs and Councillors, write letters to agencies and government departments and other relevant organisations to influence change in policies and practices • Stay up to date with Citizens Advice Research and Campaigns work, support with policy research, and get involved in national campaigns such as Consumer Week and Scam Awareness • Alongside these core responsibilities, you may be asked to help with other general tasks that support the team and the role
What's helpful for this role?	• We are looking for volunteers who: • Are friendly, approachable and patient • Are non-judgmental and respect views, values and cultures that are different to their own • Have good verbal and written communication skills

	• Confident in English language (verbal and written) • Comfortable with the use of digital technology • Are willing to learn about and follow the Citizens Advice aims, principles and policies, including confidentiality and data protection • Are willing to undertake training for the role
Time	We hope you can volunteer regularly each week, and this can be done over one day or spread across shorter sessions. If a different pattern suits you better, let us know and we can discuss it. No prior experience or knowledge is required as full training is provided for this role. The training is predominantly online and remote. During your training period you will be supported by an experienced team.
Location	You will be joining our team: predominantly from home, local office, or outreach location. We reimburse reasonable, pre-agreed out-of-pocket expenses, including travel for onsite roles and required travel for meetings, training or site visits.
Additional information	The minimum age for this role is 16. Citizens Advice is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All volunteers are expected to share this commitment. As part of our safer recruitment process, successful applicants will be asked to self-disclose criminal convictions.



We also ask for ID and details of referees. If you'd like to talk through any of the checks before applying, please get in touch.



Valuing inclusion

Equity, Diversity and Inclusion (EDI) is really important to us and integral to all we do. We want to build diverse and inclusive teams, where everyone is welcome and everyone feels like they belong. To be the people's champion we must reflect the people we serve. We particularly welcome applications from people we would like to see better represented in our teams - people of colour, LGBTQ+ people and disabled people.



Get in touch

If you'd like to speak to someone about this role, please contact the recruitment team: volunteering@citizensadviceredbridge.org.uk

To apply, complete our volunteer application form on our website [here](#).



Next steps

Once you've applied, we'll take a close look at your application and get in touch. If we can move your application forward we will invite you to attend an induction meeting.