

**Charity Trainee**

Job pack

Thank you for your interest in working at Citizens Advice Woking.

This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

* Our Purpose
* Three things you should know about us
* About Citizens Advice Woking
* The role profile and personal specification
* How to apply

We are looking for a highly motivated person to join our team. This is a unique and structured opportunity to explore multiple aspects of charity work including: Skill development in administration, research, service delivery, and community engagement.

This opportunity is designed to support a local individual—whether at the beginning of their career or transitioning into the charitable sector—by offering hands-on experience across multiple areas of our organisation. The candidate will have access to onsite training and the position can lead to potential pathways into permanent employment in the advice or charity sector.

**Our purpose**

We exist to shape a society where people face far fewer problems. Our national

charity and network of local charities are united by this common purpose.

We’re driven by our ambition to make things better for people, individually and collectively. We’re driven by the power of good advice, to help people solve their problems. And we’re driven to change the underlying causes of problems, through our research and campaign work with governments and other organisations.

**3 things you should know about us**

* We’re local and we’re national. The national charity has 4 administrative offices in England and Wales supporting the work, delivered by around 240 independent local Citizens Advice member charities.
* We’re here for everyone. Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won’t turn people away.
* We’re listened to, and we make a difference. Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

**About Citizens Advice Woking**

Citizens Advice Woking (CAW) is an independent local charity and a company limited by guarantee. We provide free, confidential, impartial, independent advice for the benefit of the local community, to exercise a responsible influence on the development of social welfare policies and to ensure individuals do not suffer through lack of knowledge or an inability to express their needs effectively.

CAW provides services in the following locations:

* **Woking Town Centre** (Provincial House, 26 Commercial Way, Woking GU21 6EN)
  + Telephone advice service via Surrey Adviceline: Monday to Friday, 10am to 4pm
  + Drop-in sessions for initial assessments: Tuesday to Thursday, 10am to 1pm
  + Advice appointments: Monday to Friday, 10am to 4pm
  + Specialist caseworker appointments, by arrangement: Monday to Friday, 10am to 4pm
* **The Byfleet Methodist Church**, Rectory Lane, Byfleet, KT14 7LL
  + Funded by **United Byfleet Charity**
  + Drop-in sessions for initial assessments: Wednesday, 12 to 2.30pm
* **Ukrainian Hub**, Lighthouse, Woking, 8-10 High St, Woking, GU21 6BG
  + Funded by **Woking Borough Council**
  + Drop-in sessions for initial assessments, for the Ukrainian community: Tuesday, 10:30am to 2:30pm
* **The Mascot Hub,** Dartmouth Avenue, Sheerwater, Woking, GU21 6PE
  + Drop-in sessions for initial assessments: Thursday, 10am to 12pm
* **Sythwood Outreach**, Salvation Army Community Church, Woking, GU21 3BE
  + Drop-in sessions for initial assessments: Friday 10am to 12pm

We also run the following Projects on behalf of different funders:

* **I Access Community Drug and Alcohol Service**: Funding from Surrey and Borders NHS Trust to provide a generalist adviser to advise on all enquiry areas.
* **Trussell Trust Foodbank:** Funding to provide a generalist adviser at the Foodbank.
* **Refugee Support Funding** from Woking Borough Council to provide welfare benefit advice to support the Syrian and Refugee community and to provide generalist advice to the wider refugee community.

Governed by a Board of currently 6 trustees, we have a highly skilled workforce to support the organisation. This includes 12 paid staff, FTE and more than 50 volunteers.

Our generalist advice service is provided by volunteers who carry out reception and administrative duties, give information and advice and have research and campaign roles and are managed and supported by paid staff. We also have paid caseworkers in the areas of welfare benefits and housing.

Woking is often considered to be an affluent area with high levels of employment and rates of home ownership, however there are significant pockets of deprivation across the borough and our priority is to support the most vulnerable in our community. The main enquiry areas of welfare benefits, debt and housing continue to be the issues that most of our clients need help with.

 **Role profile**

**Key work areas and tasks:**

The trainee will gain exposure to and practical experience in:

* **Administrative Support**: Assisting with core office tasks to ensure smooth day-to-day operations.
* **Advice Services**: Supporting our core advice teams and session supervisors, with the opportunity to receive training in specific advice areas such as debt, housing, and welfare benefits—tailored to the trainee’s interests and the needs of the organisation.
* **Research and Campaigns**: Supporting evidence-based advocacy efforts, helping to identify and raise awareness of local issues affecting our clients.
* **Fundraising and Reporting**: Learning how to work with funders, contribute to funding applications, and help run reports critical to our service delivery and performance tracking.
* **Organisational Operations**: Assisting both the Chief Executive Officer and Operations Manager with coordination tasks, project work, and organisational development.

**Continuous Professional Development**

* Attend relevant internal and external meetings as agreed with your line manager.
* Prepare for and attend supervision sessions/team meetings/management meetings and staff meetings as appropriate.
* Assist with service initiatives for the improvement of services.

**Other duties and responsibilities**

* Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.
* Demonstrate commitment to the aims and policies of the Citizens Advice service.
* Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

 **Person specification**

**Essential Criteria**

1. Effective written and oral communication skills.
2. Ordered approach to work and an ability and willingness to follow and develop agreed procedures.
3. Must be able to demonstrate a level of numeracy suitable for the role.
4. Ability to prioritise your own work, meet deadlines.
5. Competent user of IT and willingness to train to use new systems.
6. Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
7. Ability and willingness to work as part of a team.
8. Ability to monitor and maintain own standards.

**Desirable Criteria**

1. Understanding of and commitment to the aims and principles of the Citizens Advice service and its equity, diversity and inclusion policies.

 **Terms of Appointment**

**Job Title: Charity Trainee**

**Location: Citizens Advice Woking, hybrid working options.**

**Hours: 30 hours per week**

**Salary: £19,600 actual salary**

**Holiday: 25 days annual leave (FTE) plus public holidays**

**Contract term:**  **12 months Fixed Term**

**How to apply**

To apply for the role of Charity Trainee, please send us your CV and a maximum 2 page supporting statement.

The supporting statement should demonstrate **how you meet the criteria outlined in the person specification** and outline why you are interested in becoming a at Citizens Advice Woking. If this a first job or career change, please use your supporting statement to **evidence** interest in the type of work that Citizens Advice undertakes. This might include volunteering, extra-curricular activities or other examples from outside of education and work.

All applications must be sent to [**wokingca@gmail.com**](mailto:wokingca@gmail.com)

Closing date for applications: By 5.30pm on 25th October 2025.

Applications will be reviewed on receipt on a rolling basis and we reserve the right to close earlier if applications from sufficient suitably qualified candidates have been received.