



Financial Capability Trainer

Job pack

Thanks for your interest in working for Citizens Advice Aylesbury Vale. 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.

In this pack you'll find:

- Our values
- 3 things you should know about us
- Overview of Citizens Advice and Citizens Advice Aylesbury Vale
- The role profile and personal specification
- Terms and conditions
- What we give our staff

Want to chat about this role?

If you want further information about the role, you can contact Maggi by emailing maggi.campbellkeith@aylesburyvaleadvice.org.uk

Our values

We're inventive. We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

We're generous. We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

We're responsible. We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.

3 things you should know about us

1. We're local and we're national. We have 6 national offices and offer direct support to people in around 300 independent local Citizens Advice services across England and Wales.

2. 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.

3. 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.

Overview of Citizens Advice

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.

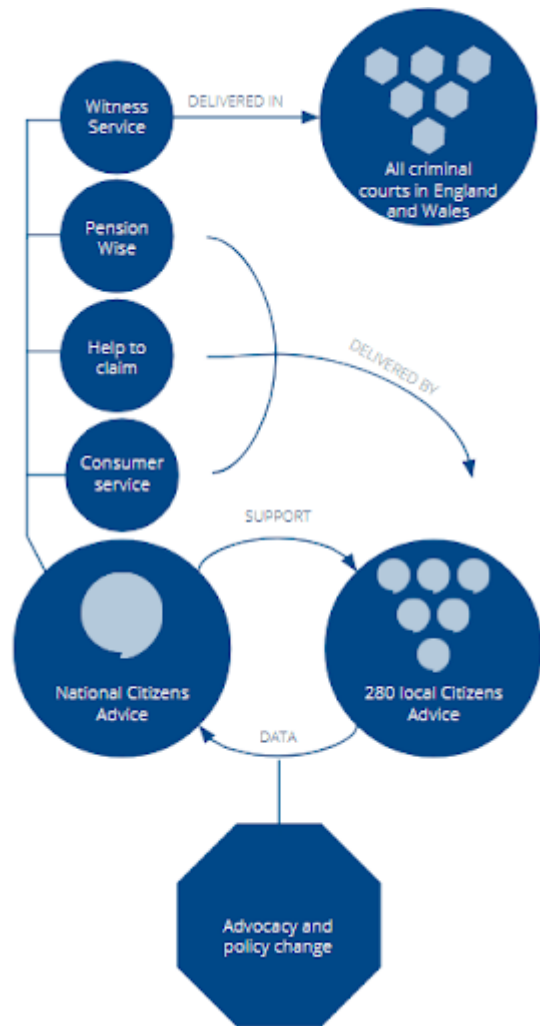
This role sits our network of independent charities, delivering services from

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

They do this with:

- 6,500 local staff
- over 23,000 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live.



How Citizens Advice Aylesbury Vale works

The Citizens Advice Aylesbury Vale offers practical, up-to-date information and advice on a wide range of topics, including; debt, benefits, housing, employment, immigration, consumer and other problems. Our advice is available to anyone living or working in the Aylesbury Vale district regardless of race, gender, sexuality, age, nationality, disability or religion.

We are an independent Charity constituted as a Company Limited by Guarantee.

The role

Background & role purpose

Citizens Advice Aylesbury Vale (CAAV) has secured Big Lottery funding for a 4 year project to deliver financial capability training across the whole of Buckinghamshire. This follows the successful outcomes from two previous projects running sequentially from 2013 to March 2019. The scope of the new project, known as Money Matters MkII, is far greater and involves working in partnership with both High Wycombe and Chilterns Citizens Advice Bureaux. This has created the need for a new role, Financial Capability Trainer, to work alongside the Financial Capability Co-Ordinator.

Role profile

Key work areas and tasks

- Work with Financial Capability Co-Ordinator (FC Co-Ord) on development and implementation of all training programmes
- Deliver group and 1:1 FC sessions
- Ensure post training, collection of quality feedback. Collate and review feedback on learner outcomes which drives quality of the service.

- Identify most appropriate form of delivery for each individual/group. Assist FC Co-Ord in selecting/designing/adapting the most appropriate training materials suitable for each client group.
- Ensure good preparation of all learning resources and that learning activities are well organised, eg venue bookings, equipment, refreshments
- Monitor training delivery to ensure widest possible client group is reached
- Attend all relevant meetings as required by FC Co-Ord including bureau, financial capability regional forum and other national events.
- Monitor and provide all necessary statistical information to FC Co-Ord and Project Manager (PM) via regular updates of numbers trained and nature of training delivered
- Deputise for FC Co-Ord as required

Research & Campaigns

- Assist with Citizens Advice Aylesbury Vale Research & Campaigns work by providing appropriate client information
- Identify clients requiring bureau advice appointments and undertake referrals using appropriate referral procedure
- Receive referrals from colleagues in the wider Buckinghamshire Citizens Advice group for 1:1 FC training
- Inform FC Co-Ord & PM of all local and national issues

Professional Development

- Identify own CPD needs and share these with FC Co-Ord
- Keep up to date with all FC developments
- Reflect upon the effectiveness of all learning activities and in conjunction with FC Co-Ord review training practice
- Prepare for and attend all supervision meetings, team meetings and staff meetings as appropriate

Other duties and responsibilities

- Uphold all aims and principles of Citizens Advice, including its equality and diversity and data protection policies.
- Maintain effective reporting systems for successful project delivery
- Effective use of IT for reporting and record keeping
- Carry out all necessary admin tasks commensurate with the role and not covered by project administrator
- Participate fully in the life of CAAV to ensure successful team working
- Be familiar with and abide by H & S guidelines and share responsibility for own safety and that of colleagues
- Carry out all other appropriate tasks as required by FC Co-Ord & PM



Person specification

Essential Criteria

- Must be a motivated self-starter. Must be able to self-manage and effectively organise own diary.
- Proven ability to deliver group training to disparate groups.
- Excellent interpersonal skills, including the ability to sensitively empower and engage with adults who have had a poor experience of formal education
- Experience and understanding of theory and principles of learning development
- Ability to use systems to collect, collate and share information about project achievements and outcomes.
- Demonstrable commitment to continuous professional development.
- Ability to self-reflect, review own practice and proactively seek performance feedback from all relevant stakeholders.
- Ability to sensitively empower and engage with adults who have had poor experiences of formal education.
- Excellent organisation and timekeeping skills.
- Understanding of social trends and their implications for clients and service provision.
- Understanding and commitment to data protection and confidentiality.
- Commitment to and ability to work within Citizens Advice Aylesbury Vale.
- Good knowledge of financial issues affecting individuals.
- Effective written and oral communication skills.
- Numerate and literate to the appropriate level.
- Proven ability to use IT as relevant to the post.

Desirable Criteria

- Knowledge of the work and nature of Citizens Advice
- Teaching / Training Qualification

In accordance with Citizens Advice national policy the successful candidate may be screened by the DBS. However, a criminal record will not necessarily be a bar to your being able to take up the job.



Terms and conditions

Role: Financial Capability Trainer

Reporting to : Financial Capability Co-ordinator

Salary : From £12,550 pa actual based on 21 hour week

Hours : 16 – 21 hours per week, please note salary will be pro rata for <21 hours

Duration : Fixed Term Contract to 31 March 2023

Candidates must:

- Hold a clean driving licence.
- Have use of their own car.
- Be able and willing to travel over the whole of Buckinghamshire.
- Be flexible, this job may not have a set pattern of days / hours

Application deadline: Wednesday 17th July 2019

Interview date: Monday 22nd July 2019

Successful applicants will be required to deliver a 5 minute micro teach on a given topic, the title of which will be communicated upon invitation to interview.



What we give our staff

Generous annual leave and pension contributions.