

Research and Campaigns Role Definition

Purpose of the role

To co-ordinate, promote and be involved in all research and campaigns activities within Citizens Advice Gosport.

Main duties and responsibilities include:

- Provide support and guidance to advisers on research and campaigns work
- help advisers to identify suitable cases for research and campaigns work
- give feedback to advisers and managers on completed Bureau Evidence Forms
- submit completed Bureau Evidence Forms to Citizens Advice.
- Keep up to date with research and campaigns issues
- monitor trends in client enquiries, to identify issues for potential local or national research and campaigns work.
- monitor the Research and campaigns round up, Citizens Advice and other publications and newsletters.
- network with other people involved in research and campaigns work within Citizens Advice, locally, regionally and nationally.
- network with other local groups and agencies involved in research and campaigns work.
- Maintain the profile of research and campaigns within the team.
- report on research and campaigns issues at team meetings
- promote discussion on research and campaigns issues and campaigns.
- contribute to the annual report.
- make a regular oral or written report to the bureau management team.
- make a regular oral or written report to the Trustee Board.
- involve advisers in appropriate research and campaigns activities.
- Contribute to learning about research and campaigns
- act as main contact on research and campaigns issues for trainees.
- provide one-to-one coaching on research and campaigns issues for advisers, as required.
- run small group sessions for bureau staff on aspects of research and campaigns.
- report to managers on individual and team learning needs in relation to research and campaigns work.
- Contribute to effective research and campaigns work
- review the effectiveness of existing research and campaigns work.

- evaluate bureau research and campaigns initiatives.
- make proposals for new research and campaigns initiatives.

Other duties and responsibilities

- uphold the aims and principles of the CAB service.
- work within the service's policies and values, especially equal opportunity and anti-discrimination policies.

Personal skills required:

- a strong sense of justice.
- understanding of the importance of research and campaigns work.
- understanding of key current social issues, and their potential impact on Gosport residents
- commitment to the aims and principles of the CAB service.
- good report-writing skills.
- ability to analyse complex information.
- ability to work constructively with other agencies.
- ability and willingness to work as part of a team.
- ability to work on own initiative, within given guidelines.
- basic IT skills and willingness to learn further IT packages.
- good level of written and spoken English.