

Research and Campaigns Volunteer Role Profile

Why volunteer for us?

Citizens Advice is here to help people whenever they need it. We deliver a much-valued service and your skills could help make a difference to those in need in Eastleigh.

Our Culture

We offer much more than a place to come to work and volunteer: we offer the chance to work with a welcoming and inclusive team and a role that can make a difference to people's lives.

Research and campaigns is one of the core aims for our service, to identify unfairness and improve the policies and practices that affect people's lives. As a service we have a huge amount of insight about the problems our clients and the wider community face and we use this insight to :

- Identify issues that affect people both locally, in Eastleigh, and nationally
- Understand the scale and impact of issues
- Influence decision makers to try to change policies and practices.



What will you do?

- Complete an introduction to Citizens Advice and training relevant for your role
- Analyse data collected by our advisers to identify issues affecting clients
- Help identify actions that we can take, working with local organisations and decision makers, to improve the policies and practices that affect clients
- Help to organise campaigns locally to raise awareness (e.g. creating newsletters or presentations, writing something for social media or a newspaper) to explain the problems to others (such as local councillors, or members of the public)
- Engage and communicate with local organisations and decision makers to ask them to change unfair practices and resolve common problems identified, e.g. meet with organisations, contacting local MPs or councillors, attending events
- Engage with the research and campaigns efforts of national Citizens Advice carry out research about how certain issues affect clients in our local area.



What's in it for you?

- Understand about a range of areas such as benefits, debt, and housing, and how problems in these areas can affect clients
- Develop valuable skills such as gathering data, research and analysis, communication, creating campaigns, engaging with a range of audiences and working with clients, which can increase your employability
- Have a positive impact in your community and on broader society
- Work independently and as part of a friendly, supportive team.

And we'll reimburse travel expenses too.



What do you need to have?

You don't need specific qualifications, but you will need to:

- Be friendly, patient, approachable, and able to interact with a wide range of people
- Respect views, values and cultures that are different to your own
- Have good verbal and written communication skills
- Be able to understand and draw conclusions from data
- Have good IT skills (Google Docs, Sheets & Gmail)
- Be willing to learn about and follow Citizens Advice aims and policies (including confidentiality, data protection and Equality, Diversity and Inclusion).



How much time do you need to give?

We ask for a commitment of either one full day (0900 to 1700) or 2 half days per week. However, we aim to be flexible so talk to us about what might work for you. Much of our work in Research and Campaigns can be completed remotely.



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.



Contact details

If you'd like to apply to be in our Research and Campaigns team or want more information, please go to our website at [Citizens Advice Eastleigh](#) or email us at admin@caeastleigh.org. For more about our national organisation, see <https://www.citizensadvice.org.uk/about-us/>.