**Taken from BMIS 19/04/12**

**Research & Campaign Volunteer**

**Purpose of the role**

* To co-ordinate, promote and be involved in all Research & Campaign activities in the bureau

**Main duties and responsibilities include:**

* Provide support and guidance to advisers on Research & Campaign work
* help advisers to identify suitable cases for Research & Campaign work
	+ check completed Bureau Evidence Forms.
	+ give feedback to advisers and managers on completed Bureau Evidence Forms.
	+ complete Bureau Evidence Forms from advisers' Quick Evidence Forms.
	+ submit completed Bureau Evidence Forms to Citizens Advice.
* Keep up to date with Research & Campaigns work issues
	+ monitor trends in bureau enquiries, to identify issues for potential local or national Research & Campaign work.
	+ monitor the Research & Campaign Bulletin, Citizens Advice and other publications and newsletters.
	+ network with other people involved in research & campaign work within Citizens Advice, locally, regionally and nationally.
	+ network with other local groups and agencies involved in Research & Campaign work.
* Maintain the profile of Research & Campaigns within the bureau
	+ report on social policy issues at workers' meetings.
	+ promote discussion on Research & Campaign issues.
	+ contribute to the bureau's 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 & Campaign activities.
* Contribute to learning about research & campaign
	+ act as main contact on research & campaign issues for bureau trainees.
	+ provide one-to-one coaching on Research & Campaigns issues for advisers, as required.
	+ run small group sessions for bureau staff on aspects of Research & Campaigns.
	+ report to managers on individual and team learning needs in relation to Research & Campaign work.
* Contribute to effective Research & Campaign work within the bureau
	+ review the effectiveness of existing research & campaign work.
	+ review the priorities for research & campaigns work within the bureau.
	+ evaluate bureau research & campaign initiatives.
	+ make proposals for new Research & Campaign initiatives.
	+ produce written reports on any of the above, as required.
* Professional development
	+ attend relevant internal and external meetings, as agreed with the manager.
	+ participate in own supervision and appraisal.
	+ identify own learning needs and appropriate ways of meeting them.
* Administration
	+ develop and maintain an effective system for handling Bureau Evidence Forms.
	+ develop and maintain systems for recording and monitoring social policy work in the bureau.
	+ maintain detailed records for the purposes of information retrieval, statistical monitoring and reporting.
	+ work within the bureau's wider systems and procedures.
* Other duties and responsibilities
	+ uphold the aims and principles of the Citizens Advice Enfield service.
	+ work within the service's policies and values, especially equal opportunity and anti-discrimination policies.
	+ work within health and safety guidelines and principles, sharing responsibility for own health and safety and that of colleagues.
	+ carry out any other appropriate tasks requested by the manager, to ensure the effective delivery and development of the service.

**Personal skills and qualities that a Research & Campaigns Co-ordinator / volunteer needs:**

* a strong sense of justice.
* understanding of the importance of Research & Campaigns work.
* understanding of key current social issues, and their potential impact on Citizens Advice Enfield clients.
* commitment to the aims and principles of the Citizens Advice Enfield service.
* ability to give feedback clearly and sensitively.
* 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.
* desire to continue learning.
* basic IT skills and willingness to learn further IT packages.
* good level of written and spoken English.