 **London**

## Cost of Living Crisis Prevention Project: Project Manager - Partnerships, Learning and Community Engagement

Job pack

Thanks for your interest in working with London Citizens Advice. 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 London Citizens Advice and this project
* The role proﬁle and personal speciﬁcation

**Want to chat about this role?**

If you want to chat about the role further, you can contact James Sandbach by emailing [jamessandbach@londoncitizenadvice](mailto:rachel.whippy@carh.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, regional and national**. There are around 300 independent local Citizens Advice services across England and Wales, supported by our national membership body. Across London there are 28 local Citizens Advice
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.

# Icon Description automatically generated Overview: London Citizens Advice

The Citizens Advice service is made up of Citizens Advice - the national charity - and a national network of around 300 local Citizens Advice members (LCAs). In 2020-2021 in total Citizens Advice helped over **2.4 million people** find a way forward with one-to-one advice. Citizens Advice website had over **60 million** views of our online self-help advice.

Within this national network, London Citizens Advice is a collaboration of the 28 LCA in London. Each LCA in London is an independent registered charity, limited by guarantee. Each provide advice and information services to people who live and work in defined local authority areas of across London. We help over **150,000 Londoners** with over **500,000 enquiries** each year.

The London Citizens Advice network recognise that we can achieve more if we work collaboratively, including partnership work with the GLA and other key Pan-London Stakeholders. Working together in London we can be more than the sum of our part. There are huge opportunities for pan-London working building on the strengths of different LCAs, and the links that we have with communities. London LCAs support around 200,000 clients annually. They do this with:

* + 700 local staﬀ
  + over 900 volunteers

London LCAs deliver advice from a variety of outlets, including community centres, GPs’ surgeries and prisons, as well as telephone advice which since Covid-19 has been the main channel for accessing our services.

London Citizens Advice

* + Seek to reduce deprivation, inequality and improve access to justice by providing advice, information and education to ensure people know and understand their rights and responsibilities.
  + Ensure that people are given the opportunity to have their concerns heard, campaign for change on the issues that aﬀect them or those they care most about and see change happen, particularly those facing discrimination

Our mission is underpinned by a Compact which commits to a collegiate approach working in a joined up way as one service, to sharing information early and often whenever we can, and to a culture that is supportive, open, honest and generous. Together the London Citizens Advice network can be more than the sum of our parts as we seek to offer practical solutions and interventions for Londoners living in hardship or experiencing crisis, engage with communities, and help our clients find a way forward.

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### Our Team

* + The London Development Manager leads the Pan-London Project; the Development Manager is based at RCJ Advice, and reports to a steering group
  + A Steering Group of London LCA chief officers meets monthly to guide all of the Pan-London workstreams. The Steering Group reports to the Forum of all London LCA chief officers.

For more information see <https://londoncitizensadvice.org.uk/>

# Cost of Living Crisis Prevention Project

The Cost of Living Crisis Prevention project is a new partnership between the Greater London Authority (GLA), London Citizens Advice network, and the London Legal Support Trust (LLST), in response to the cost of living crisis. This project works in partnership with the community sector to support Londoners who are facing hardship and crisis, and to build capacity through development of Advice First Aid and community partnerships. New crisis prevention adviser roles in the London Citizens Advice network will work closely with Faith and Community groups, including with outreach delivery of face-to-face information advice and support, identifying needs and referring to a specialist advice response where needed. The project (and funding) is for a period of one year.

The crisis prevention advice workers will supported by a team of welfare benefits specialist advisers. These advisers will be based in LCAs with experience of case work and will be available for phone and email consultation with advice workers, review cases and provide monthly supervision. The welfare benefit caseworkers will use the National Citizens Advice Casebook to provide appointment slots that can be booked in for clients by Crisis Prevention Advisers.

A key element of this partnership is providing Citizens Advice training to frontline workers in other local partner organisations, faith and community groups to become Advice First Aiders. This free training will give these individuals and groups the skills they need to triage for advice, deliver initial guidance and refer into Citizens Advice when needed.

We are seeking an experienced project manager to support all aspects of this project.

# The role

The role will provide the essential support to deliver and exciting new partnership with the GLA, to facilitate the delivery of the Cost of Living Crisis Prevention project across London LCAs. The key responsibility of this role is managing the project on day-to-day basis. The partnership will also work closely with the London Legal Support Trust (LLST) which support a range of advice agencies under their “Centres of Excellence” Scheme.

Our work under the partnership aims to help prevent ﬁnancial hardship, support people overcome problems leading to ﬁnancial crisis, and empower people to strengthen the communities in which they live. This will be achieved through a preventative approach and shared learning across London communities, advice and advocacy, and developing the capacity of community groups to have a voice and support others who have experienced the same.

You will need to demonstrate that you have proven project management skills, ability to work in a busy environment, and to engage with local Citizens Advice and skilled advisers who are working with vulnerable and distressed clients. You will be a highly motivated strong team player with excellent interpersonal and organisational skills. You will have the ability to understand written and oral information of some complexity; have good numeracy skills suﬃcient to compile accurate reports; and, have eﬀective oral and written communication skills for the purposes of preparing reports and developing resources.

The role would suit an experience project manager with an interest in or experience of the advice sector, and would be a great learning experience for someone looking to develop their skills and knowledge of how advice partnerships work, with a view to future leadership roles. Applications for secondments from within the Citizens Advice network would also be welcome.

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| **Job Title:** | Project Manager, Cost of Living Crisis Prevention project |
| **Contract:** | F/T. Fixed-term, for one year. (The post supports a 1-year funded project) |
| **Reporting to:** | London Development Manager, based at RCJ Advice |
| **Salary:** | £39,806 per annum, 35 hours a week. |
| **Location:** | Central London, with some home working. |

# Role proﬁle

**Role purpose:**

To support the London Citizens Advice Network to develop and deliver the project to achieve its outcomes, through collaborative partnership work, designing preventative services, community engagement and shared learning. The role will support the project aims to reduce disadvantages faced by vulnerable Londoners impacted by the cost of living crisis, and will promote equality, diversity and inclusion.

**Key work areas and tasks:**

### Partnership Development and Communications

* + Support the London Development Manager with overall development of the partnership between the Greater London Authority (GLA), the London Legal Support Trust (LLST) and the London Citizens Advice network
  + Attend project management group, and external governance/liaison meetings with GLA and LLST
  + Working with the London Development Manager, the GLA and LLST, to devise and implement a communications plan for the project, which clearly manages all communications between the local Citizens Advice partners, GLA, LLST and community partners.
  + Collate and present statistical information & evidence on project targets and outcomes to key stakeholders, including client data and impact assessments, to the project steering group and to key stakeholders.
  + Develop, review and implement a partnership engagement plan and support London LCAs to develop partnerships
  + Support London LCAs and partners to develop eﬀective referral mechanisms.
  + Facilitate shared learning between partners to reﬂect changing needs, which may aﬀect delivery and development of the service and local activities and priorities.
  + Ensure that faith and community group partners are engaged shaping the project design and delivery
  + Create and coordinate social media content for the project, and devise and implement a publicity plan that meets project objectives.

### Project monitoring and reporting

* + Develop and regularly review a project plan with the project team, reporting to the London Development Manager
  + Produce regular statistical reports on project progress
  + Regularly produce project progress reports against the project plan and feedback to the London Development Manager at one to one meetings, reporting any that may hinder project delivery in a timely manner.
  + Use IT eﬀectively for statistical recording, record keeping and document production.
  + Liaise with the Local Citizens Advice for any required reporting information, such as case studies and user feedback.
  + Work with all stakeholders to develop and maintain an exit strategy

### Engagement, Research & Campaigning

* + Eﬀectively support, organise and facilitate planning and delivery of the networking activities, including regular meetings and events.
  + Devise, deliver and monitor user surveys and methods to capture the eﬀectiveness of user engagement, produce reports and feedback to the funder and other key stakeholders.
  + Work with project staﬀ to identify local and national policy issues aﬀecting project beneﬁciaries and project priorities.
  + Attend Research & Campaigns meetings where necessary and contribute to planning and delivery of activities.
  + Represent and promote the project at local partnership meetings and other events.

### Learning & Development

* + To develop and support a cohesive group and community of practice so that learning is shared and policy issues are identified.
  + Use learning to support partners engage with community groups to better equip them to deal with those in crisis, and strengthen and empower the user voice and the community
  + Support to frontline advisers to better support people accessing services at crisis points, including working with the Training lead for the project on the development and delivery of ‘Advice First Aid’ training.
  + Liaise with partners about their training needs and carry out partnership surveys to enable bespoke training for partners and service users.
  + Carry out any other appropriate tasks requested by the manager, to ensure the effective delivery and development of the service.

**Person speciﬁcation**

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| **Personal Speciﬁcation Assessment Criteria** | | E = Essential  D = Desirable |
| 1 | Ability to commit to and work within the aims, principles and policies of the Citizens Advice service | E |
| 2 | Proven ability to develop and maintain systems and procedures to support delivery of project work | E |
| 3 | Strong project management experience, both in terms of project set-up and ongoing delivery. | E |
| 4 | An understanding of the non-profit advice sector, and the wider civil society landscape in London, including community organisations and faith based groups. | E |
| 5 | Proven ability to devise, implement, monitor and evaluate project delivery against targets | E |
| 6 | Experience and ability to engage with and work constructively with external agencies, partners and community groups to achieve positive outcomes | E |
| 7 | Proven ability to research, analyse and interpret complex information and produce clear verbal and written reports | E |
| 8 | Experience of using Citizens Advice Casebook system. | D |
| 9 | Experience and/or knowledge of Citizens Advice systems, processes, and project management | D |
| 9 | Proven ability to communicate eﬀectively in person and in writing with a wide variety of audiences, including presentations. | E |
| 10 | Ability and willingness to support all London Citizens Advice communications, including social media | E |
| 11 | Proven ability to work on own initiative, within given guidelines and to have excellent time management and organisational skills. | E |
| 12 | Ability to eﬀectively use IT systems and packages required to deliver the project's work. | E |
| 12 | Ability to regularly travel in London, and the ﬂexibility to work in the community, within an oﬃce setting or remotely at home, including the ability to work independently and have access to the internet and a phone signal at home. | E |
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