Lived Experience Project
Project Support Officer

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 London 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 talk about the role further, you can contact James Sandbach by emailing james.sandbach@londoncitizensadvice.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

We're local, regional, and national. There are around 300 local Citizens Advice services across England and Wales, supported by our national membership body. Across London there are 28 local Citizens Advice, operating under a London Consortium.

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.

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 London Citizens Advice

London Citizens Advice is a Consortium of 28 local Citizens Advice in London. Each local Citizens Advice in London is an independent registered charity providing advice and information services to people who live and work in local communities across London. The Consortium, which is itself a registered charity comprised of its members, leads Pan-London services, commissions and manages projects, and engages with key London stakeholders, policymakers and funders.

By working together in London we are more than the sum of our parts: 700 local staff and more than 1,000 trained volunteers across London **help over 200,000 Londoners with over 500,000 advice enquiries each year**. London LCAs deliver advice from offices, by telephone, and in a wide range of community settings including libraries, community centres and GP surgeries, offering practical solutions and interventions for Londoners living in hardship or experiencing crisis and helping our clients find a way forward.

London Citizens Advice is part of the wider Citizens Advice service, made up of Citizens Advice - the national charity - and a national network of around 240 local Citizens Advice members. In 2023-2024, **Citizens Advice helped over 2.4 million people find a way forward with one-to-one advice.**

In the next three years, London Citizens Advice aims to:

- Deliver transformed Citizens Advice service for London that ensures the future of free, high quality, local advice for all Londoners. A service that seeks to support people to lift themselves out of poverty and to lead fulfilling lives.
- Close the advice and rights access gap for London's most disadvantaged and minoritised communities by expanding Advice First Aid and other outreach and improving service accessibility.
- Be a strong voice for Londoners in critical policymaking forums across London by leveraging collective data and insights, building strategic partnerships, and advocating to the GLA, local authorities, London Councils, NHS, and other stakeholders

Our Team

We are a small, ambitious team that includes:

- An Acting Director who leads on strategy, governance and overall oversight, and is accountable to our Board of Trustee
- A London Development Manager who leads on strategic relationships with GLA and stakeholders, business development, partnerships and policy

For more information see **www.londoncitizensadvice.org.uk**

London Citizens Advice Lived Experience project

London Citizens Advice Lived Experience project is a new programme funded by the Trust for London.

Project delivery

London Citizens Advice is delivering a pan-London lived experience research project that brings together all 27 local Citizens Advice services to understand how low-income Londoners are pushed into higher costs through arrears, penalties, enforcement action, digital exclusion and barriers to affordable payment methods. Drawing on advisers' frontline insight, detailed case-level data and the voices of a new Lived Experience Advisory Panel, the project will work with an external consultancy and trusted community organisations to conduct interviews, focus groups and co-design sessions across London. The aim is to generate robust, accessible evidence and practical recommendations capable of influencing councils, creditors and regulators, strengthening both local advocacy and London-wide policy change.

The Role

Job Title	Project Support & Communications Officer
Reporting to	Partnership Manager
Salary	£38,000 FTE, pro-rated to £26,058 for 24 hour week
Location	Hybrid with some travel in London
Benefits at a glance	• Enhanced annual leave (30 days pro-rated plus bank holidays) • Enhanced employer pension contribution (5%) • Life Assurance and associated benefits

The Project Support Officer will work with the London Citizens Advice team to support the successful delivery and promotion of London Citizens Advice lived experience project, while also supporting London Citizens Advice's wider communications and engagement activities.

The lived experience project will collate frontline insight into how low-income Londoners are pushed into higher costs through arrears, penalties, enforcement action, digital exclusion and barriers to affordable payment methods. The role will involve frequent liaison with local Citizens Advice and a specialist consultant in lived experience research, facilitation, analysis and dissemination. You will work with local Citizens Advice services to support a Lived Experience panel of up to 16 members.

Experience across different borough contexts will help ensure the research reflects the realities faced by Londoners and identifies practical opportunities for change among councils, creditors and regulators, and the project will also draw on detailed case-level data held across the network. Analysis of this data, alongside wider desk research, will help map patterns of financial insecurity .

Role Profile

Role purpose

The Project Support Officer will play a central role in supporting the delivery of London Citizens Advice's pan-London lived experience research project. The project brings together 27 local Citizens Advice services to generate new insight into how low-income Londoners experience the "debt poverty premium" — including arrears, penalties, enforcement action, digital exclusion and barriers to affordable payment methods.

The role will ensure smooth coordination across the consortium, the external consultancy, community partners and the Lived Experience Advisory Panel, helping the project produce high-quality evidence capable of influencing councils, creditors and regulators.

Key work areas and tasks

Key Responsibilities

1. Project Coordination

- Support day-to-day coordination of project activities across local Citizens Advice services.
- Maintain project plans, timelines and task trackers to ensure milestones are met.
- Organise meetings, workshops and co-design sessions with advisers, managers, community partners and lived experience participants.
- Prepare agendas, minutes and follow-up actions for project governance meetings.

2. Lived Experience Advisory Panel Support

- Coordinate recruitment, onboarding and ongoing engagement of up to 16 panel members.
- Arrange panel meetings, interviews, focus groups and co-design sessions.
- Provide accessible communications and practical support to ensure inclusive participation.
- Maintain confidential records and ensure ethical practice in line with project protocols.

3. Consortium Engagement

- Act as a first point of contact for local Citizens Advice services participating in the research.
- Gather frontline insight from advisers and managers, ensuring borough-level experiences feed into the research design.

- Support collection of case-level data from local offices, ensuring accuracy and secure handling.

4. Community Partner Coordination

- Maintain relationships with community organisations helping to identify and refer individuals with lived experience.
- Provide partners with clear information, referral pathways and updates.
- Support dissemination of findings through community networks.

5. Research Delivery Support

- Work closely with the appointed external consultancy to coordinate qualitative research activities.
- Assist with scheduling interviews, focus groups and workshops.
- Support data collation, thematic coding and evidence organisation (no specialist analysis required).
- Help prepare drafts of reports, briefings and dissemination materials.

6. Administration and Compliance

- Maintain accurate project documentation, including consent forms, participation records and data logs.
- Ensure compliance with ethical research standards, safeguarding requirements and GDPR.
- Process participant expenses and support procurement administration.

Person specification

Personal Specification Assessment Criteria	E = Essential D = Desirable
Ability to commit to and work within the aims, principles and policies of the Citizens Advice service	E
Strong organisational and project coordination skills.	E
Experience working with community organisations or voluntary sector partners.	E
Ability to manage multiple tasks and deadlines across a complex partnership environment	E
Strong attention to detail, especially in record-keeping and data handling.	E
Comfortable working with diverse stakeholders, including advisers, managers, community groups and external consultants.	E
Experience supporting lived experience or participatory research projects.	D
Understanding of issues relating to debt, poverty, financial exclusion or public services.	D
Experience working within Citizens Advice or similar advice-giving organisations.	D
Familiarity with London's community sector and grassroots organisations	D
Proficient in common IT systems and software, such as Microsoft Office products and in using digital design tools such as Canva, Adobe Express (or equivalent)	D
Experience supporting dissemination activities (events, briefings, digital content).	D
Ability to regularly travel in London, and the flexibility to work in the community, within an office setting or remotely from home (with internet access, etc.)	D