

Support Information

Thanks for your interest in working at Citizens Advice in Hampshire (CitAH). This job pack should give you everything you need to know to apply for this role and what it means to work at CitAH.

In this pack you'll find:

- Our values
- 3 things you should know about us
- Overview of Citizens Advice and Citizens Advice Hampshire
- What we give our staff

Want to chat about this role?

If you want to chat about the role further, you can contact Lin Dudman by emailing admin1@citahants.org to arrange for a call back.

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 the Citizens Advice Service

- 1. We're local and we're national.** We have 6 national offices and offer direct support to people in around 250 independent local Citizens Advice (LCA) services across England and Wales. Citizens Advice Hampshire is an umbrella organisation working with 15 of these LCAs in Hampshire and the Isle of Wight.
- 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.



How Citizens Advice works In Hampshire & the Isle of Wight

CitAH was established in 2008 & is a consortium of the 15 Local Citizens Advice in Hampshire, Portsmouth, Southampton and the Isle of Wight. Each Local Citizens Advice is a member of Citizens Advice Hampshire and entitled to appoint a trustee. CitAH leads through influence and has no operational authority over the Local Citizens Advice offices. We secure funding, enable collaboration between our Local Citizens Advice members and other partners, provide a single point of contact for funders, partners and policy makers, and support our local offices by facilitating knowledge, skills sharing and training, and through campaigning for better services and policies.

Each Local Citizens Advice strives to improve the quality of the advice and information it provides and constantly looks for innovative ways to reach its clients. They are committed to serving the local community and standing up for the rights of individuals. Our purpose is to collectively deliver quality services, with shared goals and priorities to help meet client needs by:

Securing funding

Obtaining funding that will benefit Hampshire/IOW residents, which Local Citizens Advice would not be able to access alone.

Making connections

Foster & build relationships that complement the work of Local Citizens Advice in Hampshire (e.g. National Citizens Advice, Hampshire County Council, the NHS, large charities and corporates)

Supporting Local Citizens Advice

To deliver services such as training, strategy days, recruitment and liaison with National Citizens Advice.

Lead projects delivered across Local Citizens Advice

CitAH lead on a number of projects which require management and development. They can be short term or longer term such as the Macmillan Cancer Advice Service.



Overview of Citizens Advice

The Citizens Advice service is made up of Citizens Advice, the national charity - and a network of around 250 local Citizens Advice members.

The network of independent charities, delivers services from

- over 600 local outlets
- over 1,800 community centres, GPs' surgeries, hospitals, prisons etc.

They do this with:

- 8,700 local staff
- over 21,000 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live.

Local context

In Hampshire and the Isle of Wight we reach circa 70,000 clients a year and do this with:

- 240 local staff
- over 800 trained volunteers

visit www.citahants.org for more information

