



Organisational Development Administrator

Job pack

Thank you for your interest in working within the Citizens Advice service. This job pack should give you everything you need to know to apply for this role and what it means to work within the Citizens Advice service.

In this pack you'll find:

- Our values
- 3 things you should know about us
- Overview of the Citizens Advice service
- Overview of the OD Administrator role
- Role Profile and Person Specification
- Our approach to Equity, Diversity & Inclusion (EDI)
- Further information and how to apply

Our values

Values to help us achieve our cultural ambition: an inclusive, purpose driven workplace that listens, works together, is open and honest, accessible and helps everyone be the best they can be.

Purpose driven we always focus on the people who need our help.

People focused we recognise, value and reward contributions and talents in an open, fair, and meaningful way.

Collaborative we build relationships across teams and locations to foster innovation and inclusive ways of working.

Transparent we are open and honest, sharing information early and often whenever we can.

3 things you should know about us

1. We're local and we're national. Citizens Advice have 4 national offices and offer direct support to people across England, Wales and the Channel Islands in 236 independent local Citizens Advice services, including within the New Forest.

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.

Overview of the Citizens Advice service

The Citizens Advice service comprises a network of over 230 independent local Citizens Advice charities across England, Wales and the Channel Islands, and the national charity. The role of the national charity is to enable local Citizens Advice to deliver their services and jointly deliver other services at a national level, including the website.

Citizens Advice provide support from:

- 511 local Citizens Advice offices in communities across England and Wales
- over 1,166 outreaches in local communities, such as GPs' surgeries, hospitals, libraries, prisons and community centres
- the Witness Service, available in 234 criminal courts across England and Wales

Across the whole of Citizens Advice, the service is delivered by around:

- 10,000 local staff
- 19,500 volunteers

We help millions of people every year with free, independent and expert advice across the broadest range of areas – from money and debt to benefits, housing, energy, work and so much more.

Overview of the Organisational Development Administrator role

We are looking for an organised and proactive Administrator to provide essential support across training, volunteering and organisational activities. The role involves coordinating staff and volunteer training, maintaining accurate records and assisting with volunteer recruitment, induction and ongoing engagement to ensure a positive and well-supported experience for all.

You will also play a key role in supporting events, meetings and governance activities. Coordinating committee meetings, preparing agendas and minutes, and maintaining accurate records. You'll provide general office administration and offer cover for the Company Secretary when required, helping to ensure the organisation runs smoothly and efficiently day to day. This is an excellent opportunity for someone with strong administrative skills who enjoys working collaboratively and supporting people at all levels of an organisation.



Role Profile

Job Title	Organisational Development Administrator
Reporting to	Organisational Development Manager
Annual Salary	£14,728 (£26,300 FTE)
Hours of work	21 hrs per week
Location	Lymington
Holiday	25 days per annum (pro rata), plus bank holidays
Key responsibilities	<p>Training Administration</p> <ul style="list-style-type: none">• Provide day-to-day administrative support for staff and volunteer training programmes.• Coordinate training courses, including booking venues, arranging online sessions, sending out joining instructions and circulating materials.• Maintain organisational training records, attendance logs and learning documentation.• Support the administration of mandatory and refresher training requirements.• Support the Organisational Development Manager in planning annual training programmes.

Volunteer Administration & Support

- Provide administrative support for the recruitment, onboarding and ongoing management of volunteers.
- Support the Volunteer Welcome & Induction Champion with the volunteer induction process.
- Maintain and update the volunteer database and documentation.
- Act as a point of contact for volunteers for general administrative queries.
- Support volunteer engagement activities and help to ensure volunteers feel informed and supported.

Events, Engagement & Organisational Activities

- Support CANF Away Day events, including logistics, venues, materials and follow-up actions.
- Assist with the organisation of staff meetings, volunteer gatherings and internal workshops.
- Provide pre- and post-event administration, including feedback collection and recording learning points.

Meetings, Committees & Partnership Support

- Coordinate Trustee meetings including booking venues.
- Produce agendas, circulate papers and take meeting minutes for CANF committees, as appropriate.
- Record actions clearly and support follow-up activity.

Trustee Board & Company Secretary Support

- Provide cover for the Company Secretary at Trustee Board meetings and events during periods of leave.
- Maintain and update Trustee records and documentation.

	<ul style="list-style-type: none"> • Support the Company Secretary to maintain accurate records of meetings and decisions in line with organisational requirements. <p>General Office Administration</p> <ul style="list-style-type: none"> • Provide general office administration support, ensuring smooth day-to-day operations. • Maintain organised and accurate filing systems (digital and physical where required). • Order supplies and support office coordination as required. • Assist colleagues with administrative tasks linked to organisational development initiatives.
Other	<ul style="list-style-type: none"> • Complete induction and mandatory training relevant to your role. • Work within our organisational key principles, policies & procedures. • Embed Equity, Diversity and Inclusion (EDI) in day-to-day work. • Work effectively both independently and collaboratively in teams. • Undertake any other duties as might be reasonably required within the scope of this role.

Person Specification

Essential Criteria

- Experience in an administrative role, ideally supporting training, volunteers or people-focused services.
- Experience of organising or administering training, meetings or events.
- Strong organisational skills with excellent attention to detail.
- Ability to manage multiple tasks and priorities effectively.
- Good written and verbal communication skills.
- Ability to handle confidential and sensitive information appropriately.
- Confident using IT systems, including Microsoft Office or similar databases.
- Positive, collaborative approach to supporting staff and volunteers.

Desirable Criteria

- Experience supporting volunteers or working in a volunteer active organisation.
- Experience administering training or learning & development activity.
- Experience of taking meeting minutes.
- Experience working within the charity or voluntary sector, particularly Citizens Advice or a similar organisation.

Our approach to Equity, Diversity and Inclusion (EDI)

EDI is of strategic importance within Citizens Advice New Forest (CANF) and recognised as integral to all we do as a service.

Central to pursuing our EDI mission is building diverse and inclusive teams in which everyone has a sense of belonging. We particularly welcome applications from people we would like to see better represented in our organisation and sector - people of colour, LGBTQ+ people and disabled people.

We are also a flexible employer, so our roles may suit anyone who'd prefer a flexible arrangement to help their work/life balance.

Further information & how to apply

If you would like to discuss this role further, please contact Sallie Southam via jobs@canf.uk

To apply for this role, please send your CV and a cover letter (no more 500 words) to jobs@canf.uk explaining how your skills and experience fit with the requirements of this role.

Applications will only be accepted on receipt of a CV and cover letter to the above email address.

Applicants will be considered on a rolling basis and the closing date for this role is **Friday 15th May 2026**.