



Projects Coordinator

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 Projects Coordinator 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 236 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 Projects Coordinator role

As our Projects Coordinator, you will play a key role in supporting the successful delivery of a diverse range of funded projects across the organisation. Working closely with project managers, advisers, funders and internal teams, you will help ensure projects are well coordinated, performance is monitored effectively, and contractual commitments are met. From maintaining project systems and supporting reporting requirements to coordinating meetings, communications and service developments, you will help keep projects running smoothly and efficiently.

This role would suit someone with strong organisational and communication skills who enjoys bringing people, information and processes together to achieve positive outcomes. It may be particularly attractive to someone at the beginning of their project management career who is looking to gain hands-on experience in a supportive environment. We are committed to developing talent and will consider sponsoring the successful candidate to achieve the APM Project Management Qualification (PMQ) as part of their professional development journey.



Role Profile

Job Title	Projects Coordinator
Reporting to	Head of Strategic Development
Annual Salary	£14,728 (£26,300 FTE)
Professional development	Sponsorship to achieve the APM Project Fundamentals Qualification (PFQ) will be considered for this role.
Hours of work	21 hours per week
Location	Lymington, with some travel across the New Forest area
Holiday	25 days per annum (pro rata), plus bank holidays
Key responsibilities	1. Project Coordination • Coordinate day-to-day delivery of funded projects • Act as the main operational contact for the project advisers • Liaise regularly with project managers and internal teams, and with funders and referral partners when required • Support service planning and scheduling across project locations • Ensure smooth communication between project staff and the core advice service

	2. Monitoring & Reporting Administration • Maintain project monitoring systems and reporting schedules • Collect performance information from advisers and operational systems • Compile draft monitoring reports for organisational review • Track KPIs and highlight issues affecting delivery 3. Contract & Operational Support • Maintain project documentation and contract records • Monitor project milestones, deadlines and reporting requirements • Coordinate project meetings and maintain action logs • Support implementation of service changes and new projects 4. Administrative Systems • Maintain effective project administration systems • Ensure records are accurate and up to date • Help develop and maintain common procedures across projects • Support the introduction of new systems and processes 5. Risk & Service Performance • Escalate delivery risks, staffing issues and performance concerns as appropriate • Lead on completion of project risk assessments • Monitor operational issues that may affect contractual performance
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	6. Internal Collaboration • Attend internal management and operational meetings, as appropriate • Work closely with advice locality managers to coordinate client support and ensure effective referral pathways between projects and core services
Other	• 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 supporting the planning, coordination and successful delivery of projects and services.
- Strong relationship-building skills with colleagues, partners, clients and other stakeholders.
- Ability to monitor activities, maintain accurate records and support reporting against objectives and funding requirements.
- Experience organising meetings, events and project activities, including coordinating resources and logistics.
- Effective team player with the ability to contribute positively within multi-disciplinary teams.
- Excellent organisational, administrative and communication skills, with strong attention to detail.
- Ability to produce clear reports, documentation and meeting notes, and analyse information to support decision-making.
- Strong IT skills, the ability to work independently, and a commitment to confidentiality and data protection.

Desirable Criteria

- Experience of working within a project, service delivery, charitable, public sector or community-based environment
- Experience of supporting projects funded through grants, contracts or multiple funding streams
- Understanding of project management principles and methodologies

Additional Requirements

- Candidates who can drive and own a vehicle insured for business purposes will be well-suited as this role requires some travel within the New Forest hence a reliable means of transport is desirable

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 email jobs@canf.uk

To apply for this role, please send a CV and cover letter (no more 500 words) to jobs@canf.uk to explain 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 this email address.**

Applicants will be considered on a rolling basis and the closing date for this role is **25th September 2026**