



Community Network Coordinator Job Pack

Thanks for your interest in working at Citizens Advice North Lincolnshire. 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 North Lincolnshire.

In this pack you'll find information about:

- Our values
- 3 things you should know about us
- The role profile and person specification
- Terms and conditions
- The recruitment process and how to apply
- Information about working a 4 day working week

If you want to chat about the role you can contact
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Our values and behaviours

Our values are the core beliefs we hold as an organisation. They act as guiding principles setting out our purpose and direction.

Our values are:

- We're inventive. We're not afraid of trying new things and learning 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 are honest and open and tell it like it is. We offer support and respect to everyone.
- We're responsible. We do what we say we'll do and keep our promises to each other, to our community and clients and our funders and partners. We remember we work for a charity and use our resources effectively.

Our values are upheld by our behaviours. Our behaviours demonstrate how we live our values every day and in every thing we do.

Our behaviours are:

- Compassion, consistency and connectedness. We are one team, whether working in project teams, across Citizens Advice North Lincolnshire or with our partners for the benefit of our clients and services. We demonstrate empathy and understanding and treat others with respect and kindness.
- Innovation, flexibility and resilience. We continuously seek more innovative ways of delivering services and overcome challenging situations. This enables us to find more effective and efficient ways of working that improve services to clients and enables the organisation to be sustainable ensuring continuity of support for our community.
- Integrity. We do the right thing even when nobody's watching. We act in the best interests of clients and the organisation at all times in all we do and consistently operate to the best of our ability. We maintain high ethical standards, showing integrity and fairness in dealings with colleagues, funders, partners and clients.

- Accountability. Taking ownership for all we do, think and say is vital to creating an environment of honesty, openness and transparency particularly when it comes to delivering great services. We take responsibility for our own performance, the success of our colleagues, our teams and the wider organisation.

3 things you should know about us

1. We're listened to - and our work has real impact. Our trusted brand and the quality of our work mean we make a real impact on behalf of the people who rely on us.

2. Working collaboratively with our partners is important to us. We work closely with our partners across our Place. We believe we can achieve more for our clients and the community by working together.

3. We're committed to doing things differently. We have introduced a 4 Day Working Week to support wellbeing and productivity, with opportunities to opt in following probation.

Role Profile

This is an opportunity to join an established charity with an excellent local reputation as both a trusted partner and a great place to work. You will play a key role in delivering an innovative Community Network model that helps people remain independent, connected and well within their own communities.

As a Community Network Coordinator, you will take ownership of the day-to-day delivery of the Community Network, working alongside colleagues, volunteers and partners to build a sustainable network of community support across North Lincolnshire. You will recruit, develop and support volunteers, manage client referrals and build strong local partnerships, ensuring people receive high-quality, person-centred support that improves health, wellbeing, resilience and independence.

This is a varied, autonomous and rewarding role that combines community engagement, volunteer development and operational service delivery. We are looking for someone who enjoys building relationships, supporting people to achieve their potential and finding practical solutions that make a lasting difference for individuals and communities. In return, you will have the opportunity to shape and continuously improve an innovative service that is helping to strengthen communities and reduce demand on public services through prevention and early intervention.

Citizens Advice North Lincolnshire is an open, supportive and progressive employer that recognises people bring a wide range of transferable skills, experiences and perspectives. Whilst experience in volunteer management, community development or community-based services would be an advantage, we are equally keen to hear from candidates who can demonstrate the values, relationship-building skills and potential to succeed in the role. Depending on experience, appointments may be made at the lower end of the salary scale, with a structured programme of support and development to help build knowledge, confidence and expertise.

As an organisation, we are committed to developing modern and flexible ways of working that support both wellbeing and high

performance. We operate a 4 Day Working Week model, enabling staff to work 80% of contracted hours while maintaining 100% pay, with an expectation of delivering agreed outcomes and performance. Subject to achieving competence and organisational requirements, the successful candidate will be eligible to opt into the scheme. We believe this approach creates a healthier, more sustainable working environment while enabling us to continue delivering outstanding services for local people.

Main Duties and Responsibilities

Partnership Working and Network Development

Develop and strengthen the Community Network by building effective operational partnerships, increasing community engagement and creating opportunities that improve outcomes for local people.

- Develop and maintain strong operational relationships with health, social care, voluntary, community and statutory organisations to strengthen the Community Network and improve outcomes for local people.
- Represent Citizens Advice North Lincolnshire at meetings, community events and networking opportunities, acting as an ambassador for the organisation and promoting the Community Network.
- Identify opportunities to expand and strengthen the Community Network through partnership working, community engagement and local intelligence.
- Work collaboratively with partners to improve referral pathways, strengthen local connections and maximise opportunities for volunteers and clients.
- Identify and develop opportunities to recruit volunteers through community organisations, employers, education providers and local networks.
- Develop the capacity of local communities by recruiting, enabling and supporting volunteers to improve the health, wellbeing, independence and resilience of local people.

Volunteer Recruitment

Build and maintain a diverse, skilled and sustainable volunteer workforce with sufficient capacity to meet current and future service demand.

- Be accountable for maintaining sufficient volunteer capacity to meet agreed service demand through effective recruitment, development and retention of volunteers.
- Lead the volunteer recruitment journey from initial enquiry through to appointment, ensuring a positive, professional and engaging experience throughout.
- Promote volunteering opportunities using a range of approaches to attract volunteers from diverse backgrounds and communities.
- Manage volunteer enquiries, interviews, references, safer recruitment checks and onboarding in accordance with organisational procedures.
- Support volunteers to complete induction and training programmes, ensuring they have the knowledge, skills and confidence to undertake their role.
- Encourage participation from people with a wide range of experiences and abilities, recognising that some volunteers may require additional support to achieve their full potential.

Volunteer Development and Supervision

Enable volunteers to deliver safe, effective and person-centred support by providing ongoing supervision, coaching and development throughout their volunteering journey.

- Act as the first point of contact for Community Network volunteers, providing day-to-day guidance, advice and practical support.
- Build positive and supportive relationships that encourage volunteer confidence, wellbeing, engagement and long-term retention.
- Provide regular supervision, coaching and reflective support to enable volunteers to deliver high-quality support to clients.

- Recognise individual strengths, aspirations and support needs, adapting supervision and development to help every volunteer succeed.
- Monitor volunteer wellbeing, identify emerging issues and provide timely support and intervention where required.
- Recognise and celebrate volunteer achievements, creating a positive and inclusive volunteering culture.

Client and Service Delivery

Deliver a high-quality, person-centred Community Network service by coordinating referrals, supporting volunteers and ensuring clients receive timely, appropriate and sustainable support.

- Manage referrals into the Community Network, assessing information and matching clients with appropriately skilled and supported volunteers.
- Coordinate volunteer involvement throughout the client journey, ensuring volunteers receive appropriate guidance and support whilst working with clients.
- Monitor client progress and volunteer activity, responding proactively to emerging issues and ensuring interventions remain safe, person-centred and effective.
- Support volunteers to empower clients to identify and access community resources, activities and services that improve wellbeing, independence and resilience.
- Work collaboratively with colleagues and partner organisations to resolve issues and ensure seamless support for clients.
- Ensure safeguarding, confidentiality, data protection and risk management procedures are followed at all times.

Quality, Performance and Continuous Improvement

Take ownership of service quality, performance and continuous improvement by ensuring accurate recording, evidencing impact and identifying opportunities to strengthen delivery.

- Maintain accurate, timely and high-quality records using organisational systems and digital platforms.

- Ensure volunteer and client activity is recorded in accordance with organisational procedures and quality standards.
- Produce case studies, outcome data and other evidence demonstrating the impact of the Community Network.
- Monitor volunteer capacity, client demand and service performance, and contribute to the identification of trends, risks and opportunities for improvement.
- Contribute to the development of systems, processes and ways of working that improve efficiency, reduce unnecessary administration and enhance the experience of volunteers, clients and partners.
- Make effective use of digital systems and technology to support service delivery and maximise operational efficiency.

General Responsibilities

- Take ownership of the operational delivery of the Community Network, managing workload effectively and ensuring agreed objectives, performance measures and quality standards are achieved.
- Work collaboratively with the other Community Network Coordinator, sharing responsibility for the successful delivery and continuous improvement of the Community Network.
- Exercise sound judgement, make informed operational decisions and resolve day-to-day issues within the scope of the role.
- Demonstrate a commitment to continuous improvement by identifying opportunities to strengthen the Community Network and improve outcomes for volunteers, clients and partners.
- Contribute to the achievement of Citizens Advice North Lincolnshire's strategic objectives, organisational values and commitment to high-quality services.
- Undertake any other duties commensurate with the responsibilities and grade of the post.

Person Specification

Experience

- Developing and/or maintaining effective partnerships across voluntary, community, health, social care and/or statutory organisations.
- Recruiting, supporting and developing volunteers or coordinating a volunteer, community or client-facing workforce.
- Delivering community-based services, projects or programmes that improve outcomes for individuals and communities.
- Supporting, coaching or supervising volunteers to build confidence, skills and independence.
- Working with people experiencing disadvantage, multiple needs or other complex circumstances.
- Promoting opportunities, engaging communities and encouraging participation.
- Coordinating referrals, managing caseloads or delivering person-centred support services.
- Monitoring performance, recording outcomes and using information to improve service delivery.

Knowledge and Understanding

- Understanding of the role volunteers play in strengthening communities and improving outcomes.
- Understanding of community development, prevention and early intervention approaches.
- Knowledge of person-centred, strengths-based approaches that promote independence and resilience.
- Understanding of safeguarding, professional boundaries, confidentiality and data protection.
- Understanding of the challenges faced by people experiencing disadvantage, social isolation or multiple and complex needs.
- Understanding of equality, diversity and inclusion and how these contribute to accessible and inclusive services.

Skills and Abilities

- Ability to build and sustain effective relationships with partners, volunteers and local communities.
- Ability to recruit, motivate, coach and support volunteers with a wide range of skills, experiences and support needs.

- Excellent communication and interpersonal skills, with the ability to engage confidently with a wide range of audiences.
- Ability to make sound operational decisions, solve problems and respond effectively to changing priorities.
- Strong organisational skills with the ability to manage competing priorities and work independently.
- Ability to coordinate multiple activities whilst maintaining high standards of quality and service delivery.
- Ability to identify opportunities for improvement and contribute to the ongoing development of services.
- Ability to produce accurate records, reports, case studies and outcome information.
- Confident using digital systems and technology to support communication, recording and service delivery.

Values and Approach

- Commitment to strengthening communities through volunteering, partnership working and community engagement.
- Strengths-based, person-centred and empowering approach that enables individuals and communities to achieve sustainable outcomes.
- Passionate about supporting volunteers to develop, succeed and make a positive difference within their communities.
- Collaborative, proactive and solutions-focused approach to partnership working and service delivery.
- Commitment to continuous learning, reflection and service improvement.
- Professional, approachable and resilient, with the ability to build trust and positive relationships with people from diverse backgrounds.
- Commitment to the values and behaviours of Citizens Advice North Lincolnshire.

Terms and conditions

1. Proficient salary

Trainee - £27,836 (per annum)

Proficient Salary - £31,807 (per annum)

2. Contract type

Permanent.

3. Flexibility

We are open to all discussions about flexible working. We want to enable you to have a good work/life balance that suits your needs as well as those of the business.

4. Employee assistance scheme

We provide an employee assistance scheme managed by LifeWorks.

Benefits include:

- 24/7 - 365 telephone helpline
- LifeWorks online support website
- LifeWorks app
- 6 sessions of face to face counselling per issue – unlimited issues per annum
- Employee legal helpline
- Consulting services – financial, debt advice, housing, relocation, parenting, eldercare, work performance, health and wellness advice and much more
- Childcare and eldercare matching service
- Savings on everyday purchases and life events
- Access for family members and dependants – excluding counselling and legal advice

5. Annual leave

Annual leave is 28 days from 1st January to 31st December, plus 8 bank holidays. We offer additional long service leave of 5 days after 4 years of employment.

6. Pension scheme

Citizens Advice North Lincolnshire provides an employer pension scheme via Nest Pensions. Our contribution to the pension is 3 percent.

Further details of this scheme will be provided to the successful applicant at offer and contract stage.

7. Learning and development

Citizens Advice North Lincolnshire has a coordinated staff training and development strategy. This will mean that training for your current job, and future career developments will be provided and you will be encouraged to take an active role.

8. Disclosure and Barring Service checks (DBS)

The post is subject to disclosure of convictions under the Rehabilitation of Offenders (Exemption) Act 1974.

9. Equality and diversity

Citizens Advice North Lincolnshire recognises the positive value of diversity, promotes equality and challenges unfair discrimination. We recognise people with different backgrounds, skills, attitudes and experiences bring fresh ideas and perceptions, and we wish to encourage and harness these differences to make our services more relevant and approachable. We are a Disability Confident employer. We're committed to changing attitudes towards disability, and making sure disabled people have the chance to fulfil their aspirations.

Citizens Advice North Lincolnshire will not discriminate or tolerate discriminatory behaviour on the grounds of race, colour, sex, transgender, disability, nationality, national or ethnic origin, religion or belief, marital/partnership or family status, sexual orientation, age, social class, educational background, employment status, working pattern, trade union membership or any other irrelevant factor in any aspect of employment.

Our values include a commitment to equality and fairness, and to valuing each other. All our employees are expected to have read and understood our Equality and Diversity Policy and to ensure they behave in accordance with its principles. Breaches of the policy may lead to disciplinary action.

10. Dignity at work

Citizens Advice North Lincolnshire is committed to providing a culture in which all staff value each other and are able to work together to their full potential in an inclusive environment free from harassment, bullying and other unacceptable forms of behaviour.

Unacceptable behaviour in the workplace will be actively dealt with, all complaints will be taken seriously, confidentiality will be respected and victimisation of those that raise complaints will not be tolerated. Our values include commitments to work together and value each other - all our employees are expected to have read and understood our Dignity at Work Policy and to ensure they behave in accordance with its principles.

All staff are responsible for helping to create and maintain a positive and inclusive working environment free from bullying and harassment. All managers have a particular responsibility for ensuring a supportive and inclusive working environment in which dignity at work is actively promoted.

11. Political Impartiality

An important part of the principle of impartiality is that Citizens Advice North Lincolnshire staff are seen to be upholding the principle of party political impartiality. To avoid possible misunderstanding or possible conflicts of interest guidelines have been established on staff taking part in party political activities. If you currently hold, or are intending to stand for local or national party political office, we will expect you to tell us about this if shortlisted for an interview.

12. Location

Scunthorpe Central, Scunthorpe, North Lincolnshire.

This is a hybrid role and the successful candidate will be able to work between home, community venues and the office.

13. Hours of work

This role is full time working 36.25 hours per week.

14. 4 Day Working Week

Citizens Advice North Lincolnshire operates a 4 Day Working Week model as part of our organisational approach to supporting wellbeing, retention and productivity.

Under this model, staff work **80% of their contracted hours while maintaining 100% of pay and 100% of expected productivity and outcomes**. The focus is on delivering high-quality work within a reduced working week, supported by effective ways of working and strong team collaboration.

Participation in the 4 Day Working Week is not a contractual entitlement. The successful candidate will be eligible to opt into the 4 Day Working Week following successful completion of their probationary period, subject to meeting required standards of performance, contribution and service delivery.

The 4 Day Working Week operates within an organisational framework to ensure service delivery, team capacity and organisational priorities are maintained. Participation is therefore conditional and may be reviewed, amended or withdrawn in line with organisational needs.

The recruitment process and how to apply

Please email your CV and cover letter alongside your answers to the below questions to recruitment@citizensadvicenlincs.org.uk

1. Please tell us about your experience of recruiting, supporting and developing volunteers or coordinating a volunteer, community or client-facing workforce. What was your role, what did you do, and what difference did it make?
2. Please tell us about your experience of delivering community-based services, projects or programmes that improve outcomes for individuals and communities. What was your role, what did you do, and what difference did it make?
3. Please tell us about your experience of working with people experiencing disadvantage, multiple needs or other complex circumstances. What approach did you take and did you overcome any challenges?
4. Please tell us about your understanding of person-centred, strengths-based approaches that promote independence and resilience.
5. Please tell us about your IT skills including use of CRM systems, databases, MS Office, Google Suite and digital collaboration tools.

***Please note** we will use the information you provide in your answers to these questions to decide whether or not to invite you to an interview. Please provide examples of past experience that clearly demonstrate what we are looking for, and be precise about what you did, how you did it and the outcome or result of your actions.

The deadline for applications is **17 August 2026**

Interviews will be held on **week commencing 24 August 2026**

Disability

Please let us know if you require any adjustments to be made to the application process or would like to provide any information you wish us to take into account when we are considering your application. If you are selected for an interview, we will ask you to let us know if you

have any access needs or may require reasonable adjustments to the interview or assessment (if applicable) at that stage. Please be assured that we will be supportive in discussing reasonable adjustments with you at any stage of the recruitment and selection process.

Entitlement to work in the UK

A job offer will be subject to confirmation that you are permitted to work in the UK in accordance with the provisions of the Asylum and Immigration Act 1996. You will be asked to provide evidence of your entitlement to work in the UK if you are successful and an offer of employment is made.

Please note that Citizens Advice North Lincolnshire does not hold a sponsor licence and, therefore, cannot issue certificates of sponsorship under the points-based system.

References

All job offers are subject to the receipt of two satisfactory references: One should be from your current or most recent employer or line manager (if you are employed through an agency), or your course tutor if you have just left full time education. The other should be someone who knows you in a work related, voluntary or academic capacity. Both referees should be able to comment on your suitability for the role. References will only be taken up for successful candidates following the interview.

Criminal convictions

Anyone who applies to work within Citizens Advice North Lincolnshire will be asked to disclose details of unspent convictions during the recruitment process.

Having a criminal record will not necessarily bar you from working for Citizens Advice North Lincolnshire – much will depend on the type of job you have applied for and the background and circumstances of your offence. However, we are not able to employ anyone with a

conviction for a sexual offence against a child or vulnerable adult, regardless of when the offence took place. All other convictions will be considered on an individual basis.

Disclosure and Barring Service (DBS) disclosures are only requested where proportionate and relevant to the post concerned. If the post for which you are applying for requires a DBS disclosure, this will be noted in the application pack.