**Research and campaigns volunteer**



**What will you do?**

**1. Identify issues**

* Identify common or unfair problems that clients seek help for.
* Encourage staff and volunteers to recognise and record issues affecting clients.
* Work collaboratively within the Impact Team, ensuring that research and campaigns align with wider organisational priorities.

**2. Collect research & evidence**

* Gather and analyse data from internal sources (e.g., Tableau reports, Evidence Forms) under the supervision of the Insights & Impact Manager.
* Carry out surveys or collect case studies to understand how issues impact clients.
* Present data in accessible formats, with guidance from the team.

**3. Raise awareness**

* Help to organise campaigns that highlight key issues to the public, local councillors, MPs and stakeholders.
* Contribute to newsletters, presentations, social media posts, or press releases to explain issues, working closely with the Communications Officer.
* Work with the Insights & Impact Manager to create and then update the Research & Campaigns Planner to coordinate activities and track progress.
* Encourage and support existing volunteers to participate in research and campaigns work

**4. Influence change**

* Monitor and share relevant local developments, such as council meeting discussions, MP activities, or policy changes that may impact clients, ensuring the Impact Team stays informed.
* Draft letters to stakeholders, or help organise events to advocate for solutions while respecting organisational boundaries.
* Alongside the EDI Campaigner, work with other local charities and organisations to strengthen campaign efforts, ensuring collaboration.

**6. Support the wider network**

* Stay up to date with national research and campaigns work by signing up for newsletters, forums, and using national resources.
* Attend regional Research & Campaigns Cluster Group meetings
* Use national-level data (e.g., cost-of-living constituency reports) to support local campaigns, with input from the Insights & Impact Manager.
* Share findings and campaign progress with the national Citizens Advice research and campaigns team.



**What’s in it for you?**

* make a real difference to people’s lives
* learn about a range of areas such as benefits, debt and housing, and how problems in these areas can affect clients
* build on valuable skills such as communication, research, campaigns, how to engage with a range of audiences and working with clients
* increase your employability
* have a positive impact in your community and on broader society

And we’ll reimburse expenses too.



**What do you need to have?**

You don’t need specific qualifications or skills but you’ll need to:

* be friendly and approachable
* be non-judgmental and respect views, values and cultures that are different to your own
* have excellent verbal and written communication skills
* be able to understand complex information and explain it (verbally and writing) so that others understand it
* have good IT skills
* be willing to learn about and follow the Citizens Advice aims, principles and policies, including confidentiality and data protection
* be willing to undertake training in your role



**How much time do you need to give?**

We can be flexible about the time spent and how often you volunteer.



**Valuing inclusion**

Our volunteers come from a range of backgrounds and we particularly welcome applications from disabled people, people with physical or mental health conditions, LGBT+ and non-binary people, and people from Black Asian Minority Ethnic (BAME) communities.

If you are interested in becoming a research and campaigns volunteer and would like to discuss flexibility around location, time, ‘what you will do’ and how we can support you please contact us.



**Contact details**

If you would like to discuss the role, contact the Insights and Impact Manager holly.law@nscab.org.uk