



## **Research & Campaigns Worker**

### **Purpose of the role**

- To co-ordinate, promote and be involved in all research and campaigns activities in the bureau

### **Main duties and responsibilities include:**

- Check completed Bureau Evidence Forms.
- Complete Bureau Evidence Forms from advisers' Quick Evidence Forms.
- Submit completed Bureau Evidence Forms to Citizens Advice.
- Keep up to date with research and campaigns issues
- Monitor trends in bureau enquiries, to identify issues for potential local or national research and campaigns work.
- Maintain the profile of research and campaigns within the bureau
- Contribute to learning about research and campaigns
- Report to managers on individual and team learning needs in relation to research and campaigns work.
- Identify own learning needs and appropriate ways of meeting them.
- Develop and maintain an effective system for handling Bureau Evidence Forms.
- Develop and maintain systems for recording and monitoring research and campaigns work in the bureau.

### **Personal skills and qualities:**

- A strong sense of justice.
- Understanding of the importance of research and campaigns work.
- Understanding of key current social issues, and their potential impact on CAB clients.
- Commitment to the aims and principles of the CAB service.
- Ability to give feedback clearly and sensitively.
- Good report-writing skills.
- Ability to analyse complex information.
- Ability to work constructively with other agencies.
- Ability and willingness to work as part of a team.
- Ability to work on own initiative, within given guidelines.
- Desire to continue learning.
- Basic IT skills and willingness to learn further IT packages.
- Good level of written and spoken English.