



Training Support Administrator

Role Description and Person Specification

Thank you for your interest in joining **Citizens Advice West Suffolk**. This role offers a meaningful opportunity to make a practical difference to people's lives by supporting our people to become advisers and support the existing team. For further information, please contact Denise Bogacki at denise.bogacki@swcab.org.uk

- **Closing date:** 9am Wednesday 28th October 2026
- **Interviews:** Friday 6th November 2026
- **Start date:** As soon as possible

Application forms are available at <https://suffolkwestcab.org.uk> or by emailing finance@swcab.org.uk. Applications must be submitted by email using the application form. **CVs cannot be accepted.**

About Citizens Advice West Suffolk

Citizens Advice West Suffolk provides free, independent, confidential and impartial advice. We help people understand their rights, consider their options and navigate situations that can often feel complex or overwhelming.

Although we are part of the national Citizens Advice network, we operate as an independent charity with strong local roots. We value diversity, champion equality and actively work to challenge discrimination. Joining our team means becoming part of an organisation committed to fairness, inclusion and positive local impact.

The Role

Context

We are looking for a proactive and highly organised Training Support Administrator to provide essential administrative support to our Core Services and Training Manager. You will report to the Core Services and Training Manager.

This is a varied and rewarding role where you'll be responsible for coordinating training administration, supporting recruitment and onboarding activities, maintaining accurate records and rotas and helping ensure our volunteers and staff receive an excellent experience.

As a key member of the team, you'll work closely with volunteers, managers and supervisors, helping to keep training programmes running smoothly and ensuring important milestones, reviews and compliance requirements are completed on time.

You will be based primarily in our Bury St Edmunds office, with work from our other four offices, and will be part of a supportive, mission-driven team.

Purpose

- Supporting the recruitment process, including applicant communications, interview coordination and reference gathering.
 - Assisting with onboarding new starters, including joining documentation, welcome communications, inductions and system access.
 - Monitoring staff and volunteer training progress and keeping databases up to date.
 - Organising group and individual training sessions, meetings and attendance records.
 - Keeping both people and room rotas up to date
 - Assisting with offboarding administration.
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Terms and Conditions

- **Hours:** 21 per week
- **Salary:** £14,992 per annum actual
- **Contract:** Permanent with three-month probation period
- **Location:** Bury St Edmunds with work from our other offices
- **Pension:** For eligible employees - NEST scheme (3% employer / 5% employee)
- **Sick Pay:** 4 weeks full pay + 4 weeks half pay within a rolling 12-month period (after completion of the probation period)
- **Annual Leave:** 5.6 weeks pro rata, including bank holidays

Job Description

Key Responsibilities

Main Role

- Monitor interest from potential volunteers and support the recruitment process.
- Receive applications from potential volunteers, communicate with them and arrange applicant interviews.
- Obtain references and arrange induction requirements.
- Set up training and personnel records for staff and volunteers. Monitor their training and send reminders for completion of mandatory training.
- Support with induction including IT, health and safety, systems and processes.
- Support with trainee reviews and development activities.
- Monitor and support with annual reviews for staff and volunteers.
- Manage qualification sign-off documentation and certification administration.
- Book and organise group and individual training courses.
- Organise volunteer and staff rotas and room allocation.
- Maintain staff absence and annual leave records.
- Arrange monthly team meetings, guest speakers and take notes.
- Cover reception when required.

Research and Campaigns

- Contribute to research and campaigns by providing relevant insights and information.

Professional Development

- Stay up to date with legislation and policies relevant to your role.
- Take part in training, team meetings and supervision.
- Support initiatives that enhance and promote our services.

Other Duties

- Promote the aims and values of Citizens Advice.
 - Carry out other tasks within the scope of the role to support effective service delivery.
 - Follow health and safety, safeguarding, complaints and data protection procedures.
 - Contribute positively to teamwork and communication across the organisation.
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Person Specification

Essential

1. Understanding of and commitment to the aims and principles of the Citizens Advice service.
2. An ability to demonstrate a high level of commitment to training, identify own training needs and participate in continued personal development opportunities.
3. The ability to prioritise tasks and work to deadlines using own initiative.
4. The ability to communicate effectively, both orally and in writing with a range of people and organisations.
5. Ability to use IT for statistical recording, record keeping and document production.
6. The ability to work effectively and collaboratively as part of a team and work without close supervision.
7. Ability and willingness to follow agreed procedures.
8. Ability to maintain confidentiality and appropriate professional boundaries.
9. Use of a car to travel to our five offices.

Desirable

10. Experience in a Learning and Development role and/or an adviser role.

Commitment to equity, diversity and inclusion. We welcome applicants with lived experience.