



HR & Governance Officer

October 2026

Job pack

Thank you for your interest in working at Citizens Advice Bristol. 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.

In this pack you'll find:

- Our values
- 3 things you should know about us
- Overview of Citizens Advice nationally and in Bristol
- The role profile and personal specification
- Terms and conditions
- What we give our staff

Want to chat about this role?

If you want to chat about the role further, please contact:
vacancies@citizensadvicebristol.org.uk

How to apply

Please [read our Guidance notes for applicants](#) before filling in your application. Once you are ready to apply [please fill in and return your fully completed application form](#) **by 5pm on Friday 23rd October 2026** to:
vacancies@citizensadvicebristol.org.uk

Key aspects of the role

We are looking for an organised, reliable and approachable HR & Governance Officer to provide dedicated administrative support across our organisation.

This is a varied role combining responsibility for the day-to-day administration of our people processes with oversight of our organisational governance.

Working approximately 2 days per week, the postholder will take responsibility for coordinating the organisation's end-to-end recruitment processes, alongside ensuring that HR records, policies and processes are accurate and up to date. The postholder will also provide effective governance support to the CEO, Chair and Board of Trustees, helping to ensure that governance arrangements are well organised, appropriately documented and managed in a timely and consistent manner.

This is an ideal opportunity for someone with experience in HR and/or governance who enjoys working in a values-led organisation and is confident working independently, managing competing priorities and handling confidential information with discretion.

Our values

We're inventive. We're not afraid of trying new things and we learn 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 tell it like it is and respect everyone.

We're responsible. We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.

3 things you should know about us

1. We're local and we're national. We have 6 national offices and offer direct support to people in around 300 independent local Citizens Advice services across England and Wales.

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.

How Citizens Advice Bristol works

We are an independent local charity that provides free impartial confidential advice, information and support to anyone in Bristol and we provide access to justice for all. We are a member of National Citizens Advice. We dealt with over 29,000 issues in the 2025/26 financial year.

We provide free confidential advice online, over the phone and in-person. We give people the knowledge and confidence they need to find their way forward, whoever they are, whatever their problem. Our services range from information through to fully supported casework.

We cover all subject areas with a focus on welfare rights, debt, housing and employment and immigration. We deliver targeted services to particularly disadvantaged groups and in the most deprived areas. We use evidence from our clients to raise awareness about the issues that adversely affect people's lives. To find out more about us:

- Take a [look at our about us information on our website](#)

- Take a look at the [national Citizens Advice website](#) and the [Citizens Advice Campaigning site](#).

We deliver advice and support to thousands of people every year. We do this by providing the following services, delivered between volunteers and paid staff.



Adviceline – freephone telephone advice service providing first response.



In-person Advice – face-to-face advice delivered at a variety of locations



Email advice – ensures that people who cannot call or visit receive the same quality of advice.



Outreach Services- we deliver from various locations in the city, including Foodbanks, Southmead Hospital, Welcoming Spaces and Bristol ReStart.



Equality, Diversity and Inclusion – We apply core values of dignity, respect, equality and non-discrimination, based on our common humanity. We seek to foster empowerment and participation at all levels.



Research & Campaign work – we collect evidence of the issues facing our clients and groups within the community, and we use this evidence to challenge unfairness and influence decision makers at local, regional and national level.



Dedicated Projects - As well as our open access service, which anyone can access about any issue, we also work in partnership with local and national partners to deliver a number of additional specialist funded services. These are primarily delivered by paid staff, and are listed below:

East Bristol and North Bristol Foodbanks: support to people who need foodbank help including budgeting, debt, and exploring other charitable support.

Macmillan Benefits Advice Service: provides benefit advice and Macmillan grant applications to people affected by cancer.

Multiple Sclerosis Access-to-Advice: provides advice and information on any subject to those affected by MS.

Money and Pension Service (MaPS) funded debt advice: providing holistic debt advice and income maximisation.

Cost of Living project: delivered in the city's Welcoming Spaces, this service provides information to those affected by the cost of living crisis.



The role

The role you're applying for is **HR & Governance Officer**

Location: Bristol Head Office, 48 Fairfax Street Bristol BS1 3BL, with occasional attendance at off-site evening Trustee Board meetings

Reporting to: Chief Executive Officer

Salary: £30,000 (pro rata)

Hours: Part Time - 2 Days per Week (Flexible across 3-4 working days)

Contract: Permanent

We are looking for an organised, reliable and approachable HR & Governance Officer to provide dedicated HR and Governance support across our organisation.



Role profile

Key accountabilities	Key elements & tasks
HR tasks – approximately 1.5 day per week	
Employee records and HR systems	Maintain accurate and up-to-date employee records and personnel files
	Ensure HR documentation is completed, securely stored and regularly reviewed
	Maintain records relating to annual leave, sickness absence, training, supervision, probation and performance reviews

	Maintain a schedule of key HR dates and ensure managers are reminded of relevant actions and deadlines
	Support the organisation to maintain appropriate HR policies, procedures and records
	Assist with the preparation of HR reports and workforce information when required
Recruitment and onboarding	Support recruitment processes, including preparing job adverts, arranging interviews and communicating with candidates
	Coordinate references, right-to-work checks, DBS and other pre-employment checks
	Prepare contracts, offer letters and other employment documentation
	Coordinate onboarding for new employees and ensure relevant documentation, induction and training requirements are completed
	Maintain appropriate recruitment records
Staff support	Act as a first point of contact for routine HR queries providing information based on the organisation's HR policies and procedures. Act as a point of contact with WorkNest when HR issues arise, seeking clarification on the appropriate process and next steps where required, and supporting managers to coordinate agreed actions and maintain appropriate records
	Coordinate staff training with line managers, supporting managers to identify and arrange

	appropriate training for their teams and maintaining accurate training records
	Support the development of a positive, inclusive and well-organised working environment
Compliance and confidentiality	Handle sensitive employee information with a high level of confidentiality
	Support compliance with relevant employment legislation, organisational policies and good HR practice
	Ensure appropriate records are maintained for audit, funder and organisational requirements
	Liaise with external HR/payroll advisers where appropriate
Governance – approximately 0.5 day per week	
Governance Support	The postholder will provide effective governance support to the CEO, Chair and Board of Trustees to ensure that governance arrangements are organised, effective and appropriately documented
	Maintain an up-to-date register of trustees, including appointments, terms of office, vacancies, resignations and relevant governance records
Board and meeting support	Maintain the annual governance and Board calendar
	Coordinate Board, committee and Annual General Meetings (AGM), including arranging dates, preparing papers and circulating information

	Support the preparation of agendas and produce accurate, concise minutes and action logs
	Support the CEO and trustees in maintaining effective governance arrangements for the Board and its committees, ensuring meetings, decisions, actions and records are appropriately documented, securely maintained and followed up
Governance records	Maintain the organisation's governance records and key registers, ensuring that accurate and up-to-date records are maintained for serving Trustees and Directors, including appointments, resignations, terms of office, declarations of interest and other relevant governance information. Ensure that changes to Trustees, Directors and other relevant office holders are accurately recorded and reflected in the organisation's records and, where required, notified to the Charity Commission, Companies House, Financial Conduct Authority (FCA) and other applicable regulatory or statutory bodies
	Maintain records relating to trustee appointments, declarations of interest and conflicts of interest
	Support the induction and onboarding of new trustees
	Assist with maintaining the organisation's governing documents and governance policies
Policies, compliance and reporting	Support the CEO, Chair and trustees with governance, legal and procedural requirements, highlighting relevant changes in legislation, regulation and Charity Commission guidance

	Maintain a governance and policy review schedule and ensure policies are brought forward for review at appropriate times
	Support the CEO and trustees in monitoring key governance deadlines and requirements
	Assist with preparation and coordination of information required for the Charity Commission, annual reporting and other statutory or organisational requirements, including annual returns, regulatory notifications and updates. Coordinate the collection of required information from Trustees, Directors, the CEO, Chair and relevant colleagues, ensuring that information is accurate, complete and provided within required timescales, working with external advisers where appropriate
	Support the organisation in maintaining appropriate records relating to risk, safeguarding, data protection and other governance matters, as appropriate to the role
	Keep up to date with relevant Charity Commission guidance and good governance practice and highlight significant changes to the CEO and the Board
Governance improvement	Support the organisation to develop and maintain clear, efficient governance processes
	Help ensure that Board actions, decisions and reviews are properly recorded and followed through

	Identify opportunities to improve administrative systems and reduce duplication
	The postholder will provide administrative and coordination support to the Board and senior management. They will not hold the legal responsibilities of the trustees or make decisions reserved for the Board
General responsibilities	Maintain a high level of confidentiality and professionalism at all times.
	Work collaboratively with staff, managers, trustees and external partners
	Maintain accurate electronic and paper records in accordance with organisational policies and data protection requirements
	Contribute to the continuous improvement of organisational systems and processes
	Promote equality, diversity and inclusion in all aspects of the role
	Undertake other reasonable duties appropriate to the level and purpose of the post



Person specification

Essential	Previous experience in HR, governance or a similar support role preferably within a charitable setting
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	Knowledge of UK employment legislation and good HR practice
	Excellent organisational skills and attention to detail
	Ability to manage deadlines and maintain accurate records
	Experience handling confidential and sensitive information
	Strong written and verbal communication skills
	Good IT skills, including MS365 and Google Workplace
	Ability to work independently and use initiative
	A professional, approachable and supportive manner
	Ability to work effectively with people at different levels of an organisation
	Knowledge of charity governance and Charity Commission requirements
Desirable	CIPD qualification or relevant HR qualification/experience
	Experience working within a governance environment, such as supporting a Board or acting as a company secretary or Trustee

	Experience working in the charity, voluntary or community sector
	Experience with HR information systems
	Experience supporting a Board of Trustees or other governing body
	Experience maintaining policy schedules, registers and compliance records
	Experience supporting recruitment and onboarding



What we give our staff

We provide a range of colleague benefits from flexible working to wellbeing support and prioritising learning and development.

You can [read all our colleagues' benefits in this google document.](#)

1. ANNUAL/TOTAL LEAVE

Employees are entitled to 5 weeks' paid annual leave in each leave year (rising to 5.6 weeks with length of service) plus statutory holidays, pro-rata for part-time staff. In addition you will normally also get the working days between Christmas and New Year (usually 3 days).

2. PENSION SCHEME

Citizens Advice Bristol provides an employee pension scheme with a 5% employer contribution. Further details of this scheme will be provided to the successful applicant at offer.

3. DISCLOSURE AND BARRING SERVICE CHECKS (DBS)

Some Citizens Advice positions may require the successful candidate to undergo a DBS check. However, a criminal record will not necessarily be a bar to your being able to take up the job.

4. EQUALITY AND DIVERSITY

Citizens Advice Bristol recognises the positive value of diversity, promotes equality and challenges unfair discrimination. We are fully committed to stand up and speak up for those who face inequality and disadvantage.

It's important to us that our team reflects the rich diversity of the communities that we serve. 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. Citizens Advice will not discriminate or tolerate discriminatory behaviour on the grounds of: age; sex; gender reassignment; marriage or civil partnership; pregnancy or maternity leave; disability; race including colour, nationality, ethnic or national origin; religion or belief; sexual orientation; 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.

5. DIGNITY AT WORK

Citizens Advice Bristol 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.

6. PROBATIONARY POLICY

New appointments are subject to a six month probationary period. At the end of the probationary period the outcome of the assessment may be confirmation of post; notice of dismissal; or at Citizens Advice Bristol's discretion, an extension of the probationary period.

7. POLITICAL IMPARTIALITY

An important part of the principle of impartiality is that Citizens Advice Bristol 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 interview.

8.FLEXIBILITY

Our roles are open to discussion about flexible working.