

## **CV for**

Helen Robson  
89 Sandbach Road North  
Alsager  
Stoke-on-Trent  
ST7 2AP

Telephone 01270872741

D.o.b. 16.03.50

## **Present Employment**

Senior Lecturer, Advice Work and Law, Staffordshire University

## **Other responsibilities**

Member of Stoke-on-Trent Citizens Advice Bureau Trustee Board

## **Previous Employment**

Training Manager 1995 - 2003 (previously Assistant Manager from April 1989) at Stoke-on-Trent Citizens Advice Bureau

## **Responsibilities**

Recruitment, selection and training of volunteer advisers; organisation of ongoing training (internal and external) for paid and volunteer staff; management of advice services at central outlet; responsibility for support of volunteers; management and delivery of training to external organisations.

1985 – 1998 South Cheshire College/LEA Adult Education teacher of Spanish (p/t)

## **Education**

1961 – 1968 Royal School, Bath, 10 GCE O-levels  
GCE A-levels in Spanish, French, Latin

1968 – 1971 University of Bristol, BA Honours Degree in Spanish with French, 2.2

1993 - University of Manchester, Certificate of Education (FE)

2004 – University of London, Certificate in Online Education and Training

## **Additional Information**

Within Stoke-on-Trent Citizens Advice Bureau, I had over eight years experience of training CAB volunteers in all advice work subjects to NACAB (now Citizens Advice) standards of competence. In my role as Training Manager, I was responsible for ensuring that all staff received the training required by their role, including up-dating with new information and changes in the law. I supervised volunteers in the day-to-day work of advising clients.

I also delivered training to staff from other organisations, mainly on debt advice, benefits, and equal opportunities.

My experience of teaching in higher education before joining Staffordshire University included a number of years' teaching on the University's Diploma of Social Work on employment, housing and immigration, and also teaching on the Diploma of Advice Work in housing, debt advice, and benefits. Both of these included assessment. In addition I was a course tutor for the Housing level 1 distance learning module (BA in Advice Studies), and wrote a distance learning module on Equal Opportunities, Discrimination, and Human Rights Act.

For a number of years while at the CAB, I supervised Staffordshire University Advice Diploma students on placement at Stoke-on-Trent CAB.

Within CAB, I was a member of the Management Team which discusses and makes decisions about the day-to-day running of the Bureau. I also led a team of four people responsible for organizing and delivering training, and distributing books and journals, and a larger team managing the delivery of advice services at a generalist level, and providing support and supervision for volunteers.

I used a variety of communication skills, including electronic, to write courses, deliver training, hold meetings, and correspond with people from external organisations. I interviewed, assessed, and supervised volunteer advisers, and communicated on a number of levels with colleagues within the Bureau.

Currently I regularly use word processing, email, and the internet, and write, edit, and teach on courses delivered via a VLE (Blackboard).

In my spare time, I enjoy travelling, dancing, walking and reading.