



Working with us: Administrative Support Assistant



Job pack – January 2022

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A note from our CEO, Derek Mitchell

“Thank you for your interest in joining the Citizens Advice Scotland team. Our employees play a critical role in helping to make society fairer, and in supporting our network of Citizens Advice Bureaux across Scotland.

We hope this pack will give you the information you need to decide if a role with us is right for you. We rely on each member of the team to bring their own unique skills, experience, views and commitment to our goals – it’s that combination which makes our organisation what it is.

The Citizens Advice network in Scotland provides much-needed advice and information to people of all walks of life, on a huge range of issues. We give a piece of advice every 19 seconds – face to face, online and by phone. The services we and our members provide make a difference in communities across Scotland and the rest of Great Britain, ensuring people are aware of their rights. It’s a powerful thing to be part of.

We look forward to hearing from you if you decide to apply, and to learning more about what you can bring to this role, and to the team.”



Derek Mitchell, CEO
Citizens Advice Scotland



About Citizens Advice Scotland

The Citizens Advice network in Scotland is the largest independent advice service in the country. Citizens Advice Scotland is a charity within this network – we act as a national organisation supporting and representing the service as a whole and the interests of citizens.

At the heart of the network there are 59 individual citizens advice bureau organisations across Scotland, all operating as independent charities in their own right, and generally focusing on providing support directly to clients. Each of these organisations is a member of Citizens Advice Scotland. Also providing significant added value are the national elements of the service run out of Citizens Advice Scotland, such as the Extra Help Unit.

We believe that every citizen should have access to free, impartial and confidential advice that helps them make informed decisions, whenever they need it and however they choose to access it. Whether that's face-to-face, over the phone or online, people know that wherever they see the familiar blue and yellow of our brand, they are guaranteed the same high quality of free, impartial and confidential advice.

Citizens Advice Scotland is committed to promoting diversity and inclusion. We offer a range of family friendly, inclusive employment policies and flexible working arrangements to support all our staff. We are also committed to equality of opportunity for all and applications from individuals are encouraged regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships.

Find out more at www.cas.org.uk.

About the role

- > **Job title:** Administrative Support Assistant
- > **Location:** Glasgow/Remote Working
- > **Hours per week:** 35
- > **Type of contract:** Fixed term until 31/03/22
- > **Appointable salary:** £17,832 per annum

- > **Closing date:** 23 January 2022
- > **Interviews:** Week commencing 24 January 2022

About the job

The Extra Help Unit (EHU) provides support to vulnerable domestic consumers and micro-businesses across Great Britain with their energy complaints. As defined in the CEAR Act 2007, the EHU has statutory duties to deal with cases where the consumer's energy supply has been disconnected or is at risk of imminent disconnection. The Unit also has statutory powers to support vulnerable consumers. A person may be deemed to be vulnerable due to their personal circumstances, the complexity or urgency of their complaint. The EHU is a referral only service with agreed referral partners including Citizens Advice Consumer Service, Ofgem and Ombudsman Services: Energy.

The administrative team within the EHU provides business critical support by managing all incoming email and letter referrals from key business partners including the Citizens Advice Consumer Service, Ombudsman Services:Energy, Ofgem and Advice Direct Scotland.

The administrative team are also responsible for adding all new email and written correspondence from consumers and suppliers to the relevant case. The admin team provide a wide range of support services including arranging travel, finance, data-cleansing work, first point of contact for building/office problems.

This is a busy role so ideal for someone who enjoys a fast-paced environment where they can be part of a team that make a real difference to people's lives.

*This role is based in our Glasgow office. As a result of the COVID-19 crisis, the majority of CAS staff are still working from home, however we are now starting a transition towards a return to the office. This will be carefully planned and managed in accordance with the latest Scottish Government guidance and public health advice. Candidates should be prepared to attend the office on their first day for an induction, after which they will be able to work from home initially. Going forward, attendance at the office will be required,

however CAS are introducing a blended working policy to allow our employees to balance their time attending the office with time working from home.

Employee benefits

Citizens Advice Scotland offers excellent terms and conditions, including a total of 40 days leave (including public holidays) and a pension scheme with an 8% employer contribution. We have a flexitime scheme which enables our employees to work flexibly in line with organisational requirements, and as an inclusive employer we are happy to consider other flexible working arrangements where appropriate. For more details of some of the other benefits on offer to our employees, please see the section on employee benefits below.

How to apply

To apply for this role, please send completed copies of the **Personal Details Form**, along with your current **CV** to: recruitment@cas.org.uk

In addition, we ask you to provide a **written statement** with examples which demonstrate how you meet the requirements of the post, as set out in the job description and person specification.

Equality & diversity monitoring

To help Citizens Advice Scotland monitor equality and diversity statistics please return the Equality & Diversity Monitoring Form **separate** from your other application documents by emailing it to: equalitymonitoring@cas.org.uk



Job description

- > **Position:** Administrative Support Assistant
- > **Responsible to:** Operations Manager
- > **Line manager responsibility:** No
- > **Budget responsibility:** No

Key responsibilities

- > Setting up all new cases received from referral partners on the customer complaints management system within agreed timescales, ensuring all relevant fields are completed accurately.
- > Attaching all responses received from consumers and suppliers to the customer complaints management system within agreed timescales and staging the case correctly within EHU complaint handling guidelines.
- > Triaging calls and passing these calls on to the relevant caseworker or adding a message to the case.
- > Sending out written communications to consumers about backlog delays and confirming we have their case.
- > Alerting Team Managers to any correspondence which may need immediate action due to the vulnerability of the consumer or where a consumer is complaining about EHU.
- > Alerting EHU Operations Manager if any high level correspondence is received e.g. from MP.

Accountability and Decision Making

- > You will be expected to be proactive in monitoring and highlighting quickly to the Operations Manager any IT or quality concerns on frequency and accuracy of referrals.
- > You will be expected to highlight cases to Team Managers where a consumer is at risk of self disconnection or being disconnected, given the high risk to health and well-being of the individual and reputational risk to Citizens Advice Scotland.
- > You will comply with the correct staging procedures set out within the EHU complaint handling guidelines to ensure caseworkers and suppliers have a clear understanding of what is required of them.

Problem solving and Complexity

- > The post holder is expected to resolve problems which may be generated by the complaints referral inbox and other office related issues.
- > The post holder is expected to prioritise work where there are competing demands.

The above job description is not exhaustive and is clarified to include broad duties inherent in the post.

Person specification

Knowledge, skills and experience

Essential

- > Experience in a range of administrative duties.
- > Experience in using Microsoft programmes, database and customer management systems.
- > Excellent time management skills and ability to multi-task and prioritise work.
- > Ability to work under pressure and respond to varying workloads.
- > Ability to operate as a team player and communicate effectively with colleagues and managers.

Desirable

- > Experience of working remotely

Employee benefits

Our people make Citizens Advice Scotland a great place to work and we offer a wide range of benefits to value their contributions. To get an idea of what benefits you receive when working with us, we have listed a few examples below.

Work-life balance



- > **Flexible working and flexitime:** get the flexibility as to how and when you work to suit both your and the organisation's needs.
- > **Generous annual leave:** spend time away from the office to relax and unwind with a total of 40 days leave per year.

Health and wellbeing



- > **My Gym Discounts:** join gyms, health clubs, leisure centres, yoga studios, boot camps and outdoor activities at a discounted rate.

Financial benefits



- > **Pension scheme:** save for your future with an 8% employer and 4% employee contribution.
- > **Capital Credit Union:** access ethical financial services with a credit union membership.

Other benefits



- > **Season ticket loan:** take out an interest-free season ticket loan to save on travelling to and from work
- > **Salary sacrifice schemes:** in addition to Cycle2Work and Childcare Vouchers, sign up to a scheme to purchase everyday technology.
- > **Recognition scheme:** thank and reward your colleagues who have gone the extra mile or delivered a great piece of work.

When joining Citizens Advice Scotland you have access to many other great benefits, all aiming to support the organisation's biggest asset – our people.

www.cas.org.uk



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The Scottish Association of Citizens Advice Bureaux – Citizens Advice Scotland. Scottish charity (SC016637) and company limited by guarantee (89892)