



Working with us:

Administrator

Job pack – January 2019



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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 60 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.

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

About the role

- > **Job title:** Administrator
- > **Location:** Edinburgh
- > **Hours per week:** 35 hours per week
- > **Type of contract:** Fixed term until 30 September 2019
- > **Salary:** circa £17,000 per annum
- > **Closing date:** Sunday, 20 January 2019, 5pm
- > **Interviews:** TBC

About the job

Citizens Advice Scotland runs a series of national specialist services as projects which provide advice through the Citizens Advice network in Scotland. The Financial Health Check (FHC) Project aims to improve access to and the efficiency of financial health checks for vulnerable families and older people. The FHC administrator will provide general administrative support to the FHC project, including meeting and event organisation, administration of meetings including minute taking, maintaining databases and web pages and supporting the collation of statistics.

As part of this role, you will also liaise with citizens advice bureaux advisers on the telephone service to ensure that it is operating fully and any technical issues are flagged quickly and appropriately.

You will also provide an efficient administrative support for appointment booking and a high quality and efficient frontline service to clients. You will respond to both telephone enquiries and online booking requests from prospective service users, dealing with them within agreed service levels, and work closely with member bureau to ensure that the availability of appointment slots is visible and up-to-date.

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, by **Sunday, 6 January 2019, 5pm**.

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:** Administrator (Financial Health Check)
- > **Responsible to:** Service Project Manager (Financial Health Check)
- > **Line manager responsibility:** No
- > **Budget responsibility:** No

Key responsibilities

General

- > Support and organise internal and external events, including team meetings, committee meetings, preparing agendas and papers and taking minutes of meetings as appropriate
- > Liaise with citizens advice bureaux advisers on the helpline to ensure that the service is running smoothly and any technical issues are flagged to the Service Project Manager
- > Support the collation of statistics from Citizens Advice Bureaux to allow the project team to produce relevant reports
- > Maintain database and web pages
- > Manipulate data and produce relevant reports
- > Monitor team budgets, process invoices and other relevant documents and reconcile team expenditure

Online Booking

- > Answer high number of telephone calls and voice mail from users requesting appointments within 48 hours of receipt
- > Ensure that the online booking requests are responded to within 48 hours
- > Send confirmation and reminders of appointments to service users
- > Maintain diaries and enter new appointments and any changes or cancellations
- > Send notifications of any changes in appointments or other details to the advisers
- > Entering service users' details into the case recording system.
- > Carry out any other relevant administrative and support duties as required to ensure the smooth running of the service

Authorities and limitation

- > The post holder makes decisions related to administrative issues within known boundaries
- > Many tasks have set timescales or deadlines, but the post holder largely manages their own time within parameters
- > Clear processes and procedures generally guide the work
- > Guidance available from Assistant Project Manager or Project Manager as required.

Problem solving

- > The nature of problems is generally clear and their solution can be established from procedures or experience
- > Main complexity from establishing the needs of users and effective communication on issues that may require further exploration or investigation
- > The postholder will have to establish the needs of users of meeting rooms and public areas and how best to meet these

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

- > General administration skills, including dealing with correspondence, calls and emails, taking minutes of meetings and maintaining databases
- > Excellent written communication skills, including appropriate usage of different formats and styles
- > Excellent organisational skills and the ability to meet tight deadlines
- > High levels of accuracy and attention to detail
- > Experience in the administration of budgets and the recording of expenditure
- > Ability to work on own initiative, including planning and prioritising workload
- > Ability to work as part of a team, with strong interpersonal skills and the ability to relate successfully to a wide range of colleagues, stakeholders and external contacts
- > Proficient in Microsoft Office programs, in particular Excel and Word, SharePoint, and database programmes

Desirable

- > Understanding of the citizens advice bureaux service and the way in which the citizens advice bureaux service works

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



- > **Fresh Fruit:** enjoy a weekly array of complimentary fresh fruit in the office.
- > **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)