



Working with us:

Application Support Coordinator

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:** Application Support Coordinator
- > **Location:** Edinburgh
- > **Hours per week:** 35 hours per week
- > **Type of contract:** Permanent
- > **Appointable salary range:** £21,284 - £24,500 per annum, commensurate with experience
- > **Full salary range:** £21,284 - £26,014 per annum

- > **Closing date:** Sunday, 20 January 2019, 5pm
- > **Interviews:** w/c 28 January 2019

About the job

The IT team provide support to approximately 150 Citizens Advice Scotland (CAS) employees, and 2,500 employees and volunteers within the bureaux network supporting over 160 physical locations. This comprises operational support and maintenance of the corporate network and data processing infrastructure for Citizens Advice Scotland and Bureaux, comprising hardware, software, network infrastructure and a variety of databases, most notably the case recording system databases (CASTLE and Servicemail).

The Application Support Coordinator is responsible to assist and support bureaux in effectively using the case management system (CASTLE) provided by Citizens Advice Scotland. This is done nationally with bureaux and CAS staff to ensure they have the knowledge and support they need.

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:** Application Support Coordinator
- > **Responsible to:** Application Manager
- > **Line manager responsibility:** No
- > **Budget responsibility:** No

Key responsibilities

Data and user management

- > Responding to requests for CASTLE account creation and amendment
- > Logging such requests on the helpdesk system and resolve or escalate where appropriate Maintaining and updating the CASTLE system lookup tables when requested
- > Ensuring all requests have the appropriate bureau authorisation
- > Administering the synchronisation of all database environments

Bureaux support provision

- > Responding to incidents/issues that were raised in relation to CASTLE Logging all such incidents/issues on the helpdesk system and resolve or escalate as appropriate
- > Providing support to bureaux to help users understand the functionality in the CASTLE system
- > Working with the Citizens Advice Scotland Training, Development and Research teams to support bureau on the facilities of the CASTLE system (e.g. statistical recording and national reporting)
- > Organising meetings and workshops to discuss CASTLE improvements with bureaux

System development and implementation

- > Documenting requests for change from users using the appropriate process and documentation

Authorities and limitation

- > The post holder should be able to deal with the majority of support requests without additional support. Other colleagues in the team can be consulted as required
- > Particularly complex support requests or requests related to functional changes on CASTLE should be escalated to the Application Manager
- > The post holder will follow Citizens Advice Scotland data processor agreements with bureaux and ensure that the authorisation process is followed

Problem solving

- > The post holder will demonstrate strong problem solving skills and the ability to approach problems logically in order to resolve issues
- > The post holder will be able to resolve issues/requests at first contact and recognise when it is appropriate to escalate
- > The post holder will be able to work with a diverse user base and tailor responses as appropriate

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 of providing support to a diverse user base
- > Experience of administering user accounts and lookup changes
- > Ability to follow processes and troubleshoot to resolve incidents
- > Ability to effectively organise a heavy workload,
- > Planning and prioritising skills to deliver agreed outcomes within timescales
- > Excellent communication skills, both written and verbal, including excellent reporting and presentation skills
- > Ability to work as part of a team and individually
- > Competent in Microsoft Office (Word, Excel, Outlook, PowerPoint)

Desirable

- > Experience with a case recording or customer relationship management program
- > Experience of work within an advice setting
- > Experience of working within the voluntary sector or for a charitable organisation
- > Full driving licence

Additional requirements

- > Willingness to travel throughout Scotland and to work out with normal office hours with overnight stays if required

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)