



Working with us: Assistant Project Implementation Manager

Job pack – November 2018



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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:** Assistant Project Implementation Manager (Financial Health Check)
- > **Location:** Edinburgh
- > **Hours per week:** Full time, 35 hours per week
- > **Type of contract:** Fixed term until 31 March 2019
- > **Salary:** £23,000 - £25,000 per annum (commensurate with experience)

- > **Closing date:** Thursday, 13 December 2018 at 5pm
- > **Interviews:** week commencing 17 December 2018

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. This role will support the Financial Health Check Service Manager with the operational work required to implement and deliver the national financial health check service in line with PRINCE 2 Project Principles.

This will include the co-ordination of the national delivery of the project, undertaking analysis and reporting, as well as supporting the project lead manager with planning and implementation of service improvement.

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

Key responsibilities

Contract Management

- > To assist in monitoring contracts between Citizens Advice Scotland and the funder, and Citizens Advice Scotland and participating bureaux, to ensure the project delivers specified outcomes
- > To assist in the management of the budget so spend is in line with budget allocation
- > To produce regular and comprehensive reporting on project outcomes and service delivery and developments

Co-ordination of Project

- > To have effective working relationships with bureaux, and monitor local delivery and co-ordinate the sharing of good practice between regions
- > To ensure effective and consistent delivery of advice to the clients of the projects and accurate recording of data
- > To assist with the implementation of appropriate quality assurance measures to ensure that all national and regional services are delivered to the required standard

Administration of Governance Arrangements

- > Where necessary, to support and administer project advisory group meetings to provide a project oversight of key issues Statistics and Research

Statistics and Research

- > To operate effective systems for collecting, collating and reporting on quantitative and qualitative information, to provide robust and comprehensive data for monitoring and reporting purposes
- > To maintain and update templates for the compilation of statistical data and reports
- > To extract, analyse and report on data from multiple sources, and ensure the data from bureaux provide quarterly and annual figures for local and national reports

External Relations

- > To support the development of constructive partnership working with key stakeholders to develop effective and co-ordinated services for clients of the project

Marketing and Communications

- > To work with the Citizens Advice Scotland Communications team to produce internal and external marketing and publicity of the project, to increase awareness and uptake of the services
- > To facilitate effective communications with all internal and external stakeholders in the project

Authorities and limitation

- > The post holder takes responsibility for operational elements of service delivery, supporting the Project Manager who has overall accountability
- > Expected to work flexibly and to take responsibility for identifying solutions
- > Guidance from the Project Manager, as well as in contract and grant frameworks, but considerable freedom in relation to day-to-day activity
- > The post holder would consult with the line manager in a range of circumstances e.g. development of CAS policy in relation to new or emerging issues, or responding to service delivery issues

Problem solving

- > The type and scope of problems encountered varies on a day to day basis, so the post holder must demonstrate flexibility in approach and logical thought processes to deal with the issues presented
- > Resolution of one-off ad hoc problems
- > Complex, technical problems encountered with support from Project Manager e.g. delivering the service in the context of tight timescales whilst ensuring targets are still met

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 managing or assisting with project development, co-ordination and implementation
- > Experience of contract management
- > Proven ability to gather, monitor, review and evaluate information in order to undertake analysis and produce quality reports
- > Strong written and oral communication skills, including the ability to communicate complex information clearly, accurately and accessibly to non-specialists
- > Experience of project organisation including the ability to contribute to the development of project plans, monitor progress and identify issues during the project lifetime
- > Demonstrable communications skills including managing expectations, monitoring service levels, resolving issues and building good relationships
- > Excellent IT literacy with proven ability to use IT packages, including word processing, spreadsheets and presentation software

Desirable

- > Practical experience of advice delivery
- > Knowledge of the Citizens Advice service

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)