



Working with us: Development Officer

Job pack – October 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:** Development Officer (Central Scotland and Glasgow)
- > **Location:** Glasgow
- > **Hours per week:** 28
- > **Type of contract:** Permanent
- > **Salary:** £25,200 - £27,000 per annum (pro-rata)

- > **Closing date:** Friday, 2 November 2018, 12pm
- > **Interviews:** Tuesday, 13 November 2018

About the job

The Development Officer role is responsible for working with local Citizens Advice Bureaux (CAB) and Citizens Advice Scotland (CAS) colleagues to develop the service in Scotland locally, regionally and nationally.

Based in Glasgow much of the post holder's time is spent out in the bureaux working with volunteers and paid staff. The post is varied, interesting and supports a national network that works with some of the most vulnerable people in Scotland.

Development Officers assist Citizens Advice Bureaux in providing a high quality, accessible and well managed service by advising and supporting bureaux boards of directors and managers.

It is crucial for the role to have an understanding and awareness of the voluntary sector and experience of working with Boards. In addition, the job holder needs to have demonstrable experience of managing or developing services and projects. They need to have the ability to identify risks, plan strategically and make sound decisions and recommendations to Citizens Advice Bureaux with support from the Development team. All this will be backed up with excellent communication skills, including the ability to persuade and influence key stakeholders. The job holder will need to be flexible as they will be required to attend evening meetings.

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

In order to apply, please refer to the job description and provide a **written statement** that addresses how you meet the requirements of the role. You should include examples which demonstrate how you meet the requirements.

Please also complete the **Personal Details Form** and send this, along with your **CV** and **written statement**, to recruitment@cas.org.uk by **Friday, 2 November 2018, 12pm**.

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:** Development Officer
- > **Responsible to:** Network Development Manager
- > **Line manager responsibility:** No
- > **Budget responsibility:** No

Key responsibilities

Development

- > Support their designated bureaux to develop new services and projects

Funding

- > Ensure bureaux are supported to maintain and expand their funding to allow them to operate effectively in an increasingly challenging funding environment
- > Support bureaux to develop and deliver national projects which support the delivery of co-ordinated services throughout Scotland
- > Support bureaux in their negotiations around funding with local authorities (including competitive tendering)
- > Support with funding applications going to the Citizens Advice Scotland Development Committee

Governance and Management support

- > Support local bureau governance structures to maintain best practice standards, including memorandum and articles of association and other legal structures
- > Support local citizen advice bureau managers with business support as required
- > Provide training for citizen advice bureau board members and managers to ensure for effective operation of both bureaux boards and management structures

Quality assurance

- > Provide assistance to Citizens Advice Bureaux when preparing for the citizens advice bureaux membership audit
- > Support bureaux to improve their quality of advice and organisational standards as appropriate
- > Provide help to local bureaux in accessing the relevant support and resources required when standards need to improve

Trouble shooting

- > Provide support and guidance for bureaux when unforeseen circumstances arise

- > Support bureau Boards and managers with HR and employment issues alongside the Citizens Advice Scotland HR team
- > Provide advice and support on issues which may lead to bad publicity or a risk to bureau reputation
- > Support and provide guidance on dealing with complaints procedures

Authorities and limitation

- > Development Officers have responsibility for undertaking business support for bureaux and have significant operational latitude to achieve this aim
- > Development Officers make many decisions within broad guidelines and to general policies, adapted to particular circumstances but in the absence of detailed policies or procedures
- > Development Officers often work largely unsupervised and provide guidance and advice to bureaux based on their own knowledge and experience. A considerable degree of judgement is required in relation to many decisions that have to be made quickly and there is therefore considerable freedom of action

Problem solving

- > Issues relating to the provision of advice and information by bureaux for example breaches of confidentiality, independence, conflicts of interest
- > Issues relating to the management and administration of citizens advice bureau services, particularly those relating to staffing/HR, financial management and planning, insurance etc.
- > Assisting bureaux to deal with client complaints and feedback
- > Assisting bureaux with complex relationships, negotiations and contract issues with key funders

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

Person specification

Essential knowledge, skills and experience

- > Considerable experience of managing or developing services or projects, including initiating and developing new projects from initial proposal to implementation
- > Experience supporting staff, volunteers or Boards, ideally within the third sector
- > Experience of financial management and budget setting
- > Knowledge of fundraising and funding issues within the third sector
- > An understanding of tendering processes, contract creation and management
- > Demonstrable organisational, business and strategic planning skills
- > Ability to analyse environments, lay out options, plan strategically and make sound decisions or recommendations
- > Awareness and understanding of voluntary sector, including current issues as they relate to advice services
- > Excellent communication skills including negotiation, persuasion, presentation and written communications
- > Demonstrable track record of resilience and consistency in dealing with difficult situations
- > Ability to work with minimum supervision and under pressure
- > Experience of developing and delivering training courses, workshops and events
- > Ability to work with a variety of agencies in the voluntary and statutory sectors, including voluntary boards of directors
- > Computer literacy in Microsoft Office suite and email

Desirable

- > Willingness to travel within the specified geographical area and throughout Scotland as required
- > Flexibility to attend occasional meetings during evenings or weekends 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)