



# Working with us: Development Officer

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Job pack – August 2018



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## A note from our CEO, Derek Mitchell

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“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

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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](http://www.cas.org.uk).

## About the role

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- > **Job title:** Development Officer
- > **Location:** Inverness / home based
- > **Hours per week:** 35
- > **Type of contract:** Permanent
- > **Salary:** circa £25,000 to £27,000 per annum (commensurate with experience)
  
- > **Closing date:** 31 August 2018, 12pm
- > **Interviews:** 7 September 2018

## About the job

We are currently recruiting for a Development Officer to cover the Highlands, Orkney, Shetland and the Western Isles and Moray. This is a great opportunity for a dynamic, people person who has experience of working in the voluntary sector. Based in Inverness much of your time will be 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.

The Development Officer role is responsible for working with bureaux and Citizens Advice Scotland colleagues to develop the service in Scotland locally, regionally and nationally. Development Officers also assist bureaux to provide a high quality, accessible and well managed service by advising and supporting bureaux boards of directors and managers. The Development Officer is responsible for a specific geographical area and will have significant responsibility for prioritising and scheduling their own work on a day to day basis.

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 successful candidate will have demonstrable experience of managing or developing services and projects. You will 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 successful candidate 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

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



## Job description

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- > **Position:** Development Officer
- > **Responsible to:** Network Development Manager
- > **Line manager responsibility:** None
- > **Budget responsibility:** None

### Main purpose of job

The Development Officer role is responsible for working with bureaux and Citizens Advice Scotland colleagues to develop the service in Scotland locally, regionally and nationally. Development Officers also assist bureaux to provide a high quality, accessible and well managed service by advising and supporting bureaux boards of directors and managers.

### Qualities required

The Development officer role is a good fit for someone with a wide range of skills who enjoys a varied, interesting role with a high level of autonomy.

They need to be a self-starter, and confident working in the “field” unsupervised. However there is significant expertise within the Development team for information, support and advice when required. There is also within Citizens Advice Scotland knowledge and expertise in various areas such as: quality control, HR employment support, IT etc. A background in partnership working, particularly in the voluntary and public sector is key.

### Remit of a Development Officer

#### Development

- > Support bureau to develop new services

#### Funding

- > Ensure bureaux can be funded effectively in an increasing challenging funding environment
- > Developing several national projects which support the delivery of co-ordinated services throughout Scotland
- > Supporting bureaux with negotiations with local Authority funding (including competitive tendering)

- > Support at Development Committee

### **Management support**

- > Support local management structures to ensure a healthy local bureau. A focus on governance e.g. including mems and arts and legal structures
- > Citizens Advice Scotland provides induction training for new local citizens advice bureaux board members, for effective bureaux boards and management
- > Citizens Advice Scotland management training courses

### **Quality assurance**

- > Assistance in preparation of citizens advice bureaux membership audit
- > Looking at support in increasing the quality of advice, and organisational standards etc.
- > Co-ordinating our response and providing help to local bureaux in accessing support when standards need to improve

### **Trouble shooting**

- > Supporting bureaux when unforeseen circumstances arise
- > Supporting bureaux with HR and employment issues alongside the Citizens Advice Scotland HR team
- > Advice on issues which may lead to bad publicity or a risk to bureau reputation
- > Support in dealing with complaints

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



## Person specification

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### Knowledge, skills and experience

- > Considerable experience of managing or developing services or projects
- > Managing services and projects, including initiating and developing new projects from initial proposal to implementation
- > Recruiting, training, and supporting Boards, staff and/or volunteers
- > Financial management and budget setting
- > Knowledge of fundraising and funding issues
- > Tendering and contract creation and management
- > Organisational, business and strategic planning skills
- > Ability to analyse environments, lay out options, plan strategically and make sound decisions or recommendations
- > Understanding of support and supervision, appraisal and performance management systems
- > Awareness of and understanding of voluntary sector, including current issues as they relate to advice services
- > Excellent communication skills including negotiation, persuasion, presentation and written communications
- > Ability to work with minimum supervision and under pressure
- > Track record of development and delivery of 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
- > Full driving licence and own transport

## Employee benefits

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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](http://www.cas.org.uk)



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[CitizensAdviceScotland](https://www.facebook.com/CitizensAdviceScotland)

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