



Working with us:
Policy Officer
(Financial Health)



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:** Policy Officer (Financial Health)
- > **Location:** Edinburgh
- > **Hours per week:** 35 Hours per week (part-time applications considered)
- > **Type of contract:** Six months fixed contract (possibility of extension)
- > **Appointable Salary Range:** £24,000 - £28,000 p.a. (commensurate with experience)
- > **Full salary scale:** £24,000 – 29,334 p.a.

- > **Closing date:** Monday, 3 December 2018, 5pm
- > **Interviews:** Monday, 17 December 2018

About the job

Policy Officers act as a strong voice for citizens advice bureaux clients in Scotland and work to ensure that the issues affecting them are well represented to Government, policy makers and public and private organisations across UK and European markets.

They will prioritise and take action on the issues faced by the vulnerable, poor and socially excluded citizens and consumers of Scotland.

In addition, they will undertake policy, advocacy and research work in line with annual work plans and the Citizens Advice Scotland Strategic Plan.

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 **Monday, 3 December 2018, 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:** Policy Officer
- > **Responsible to:** Policy Manager
- > **Line manager responsibility:** No
- > **Budget responsibility:** No

Key responsibilities

- > Influence policy makers in the public, private and third sectors, including politicians, to deliver change in relation to legislation, policies, procedures and practices which impact upon citizens advice bureaux clients, consumers and the Scottish citizens advice bureaux service
- > Respond to consultations, prepare written briefings for politicians, give oral evidence at parliamentary committees, and prepare submissions to Scottish and UK Parliaments and to represent Citizens Advice Scotland externally, and in the media to promote the work of the organisation
- > Analyse qualitative and quantitative data from a wide range of sources in order to produce regular reports to inform policy development
- > Produce research in the interests of citizens advice bureaux clients / current and future consumers, using a range of different methodologies
- > Build and maintain constructive relationships with policy makers, politicians, regulators and other relevant public, private and third sector organisations in order to effect positive change for the benefit of bureaux clients and people in Scotland
- > Contribute to regular communication with Citizens Advice Bureaux on policy activities and promote the development of capacity for local policy work in Citizens Advice Bureaux
- > Prepare reports on issues of concern to citizens advice bureaux clients, consumers and the Scottish citizens advice bureaux service using evidence from the citizens advice bureaux case recording system and other sources
- > Promote research findings via internal and external publications and presentations
- > Collaborate on policy work with Citizens Advice England and Wales and other like-minded organisations
- > Work closely with other teams across Citizens Advice Scotland and Citizens Advice (England and Wales) where appropriate to achieve the outcomes set out in the work plan and the Citizens Advice Scotland Strategic Plan
- > Prepare papers and participate in the Policy Forum as required by the Policy Manager
- > Undertake such other duties as may reasonably be requested by the Policy Manager

Authorities and limitation

- > The post holder has the authority to determine organisational policy in response to legislation and policy changes, based on evidence, not opinion – this is subject to sign off by the Policy Manager
- > They will be required to formulate plans to influence Government, politicians, private organisations, and the general public and to carry out these plans – this is subject to sign off by the Policy Manager
- > The post holder will need to represent the organisation in public settings, including giving evidence in Parliamentary Committees, representing the organisation in working groups and in meetings with civil servants, politicians, and private organisations
- > It may be necessary to represent the organisation in the national and local media, following organisational media training
- > Expected to use initiative develop new methods of influencing on behalf of the organisation, subject to sign off by the Policy Manager

Problem solving

- > Problem solving and analysis skills required to analyse the potential impact of changes in policy, practice and legislation on citizens advice bureaux clients
- > Ability to analyse quantitative and qualitative evidence to a high standard
- > Able to determine the organisation's policy response to changes in policy and practice
- > Should be able to plan and deliver strategies that promote the organisation's view and evidence on particular policies and legislation

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

- > Relevant degree or equivalent professional experience or qualification
- > Experience in a similar role
- > Demonstrable knowledge and understanding of relevant policy areas across the UK and Scotland, including any associated regulations.
- > Analytical thinker with an ability to work on a defined policy position and associated advocacy strategies
- > Demonstrable experience of influencing external policy / decision making
- > Experience of analysing policy documents and writing reports outwith academic studies
- > Experience of liaising with parliamentarians in both private and public meetings
- > Ability to effectively interpret quantitative and qualitative data
- > Thorough knowledge of policy making spaces at UK and Scottish level
- > Excellent written and oral communication skills including:
 - an ability to analyse complex material and present the results in a clear and concise, easy-to-understand and accessible manner
 - an ability to effectively represent the views of the organisation to internal and external audiences
- > Good judgement and ability to manage own workload whilst remaining alert to the need to consult with and update senior staff as appropriate
- > Ability to work as part of a complex team and equally to take the initiative and work with minimal supervision

Desirable

- > Experience of managing research projects outwith academic studies
- > Experience of working with the media
- > Knowledge of the voluntary and/or advice sectors

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)