



Working with us:
Project Co-ordinator
(EU Nationals Support
Project)

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:** Project Co-ordinator (EU Nationals Support)
 - > **Location:** Edinburgh
 - > **Hours per week:** full time, 35 hours
 - > **Type of contract:** 6 months' fixed term contract (possibility of extension)
 - > **Appointable salary range:** £24,000 - £26,000 per annum, commensurate with experience
 - > **Full salary range:** £24,000 - £29,334 per annum
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- > **Closing date:** Sunday, 13 January 2019
 - > **Interviews:** Thursday, 17 January 2019

About the job

Citizens Advice Scotland runs a series of national specialist services as projects which require centralised project co-ordination. This role will be allocated responsibility for the EU Nationals Support Project, ensuring successful delivery and development where appropriate.

The EU Citizens Support Project will be delivered by the bureau network, providing information, advice and support to EU nationals through a Scotland wide helpline and face to face support. Citizens Advice Bureaux will employ specialist advisers to deliver the service. The service will enable EU nationals to go through the settlement application process and provide advice, help and support to them as they do so. The project is funded through the Scottish Government, with whom we work closely to develop the service and ensure that it continues to meet the needs of the clients we support.

The role will involve co-ordination of Citizens Advice Scotland staff and local bureaux to enable effective delivery.

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:** Project Co-ordinator
- > **Responsible to:** Head of Bureau Services
- > **Line manager responsibility:** No
- > **Budget responsibility:** Yes

Key responsibilities

Contract Management

- > Manage and monitor contracts between Citizens Advice Scotland and the funder, and Citizens Advice Scotland and participating bureaux, including identifying and taking action to mitigate risks, to ensure the project delivers specified outcomes
- > Manage the budget so spend is in line with budget allocation
- > Provide the funder with regular and comprehensive reporting on project outcomes, service delivery and developments, to maximise opportunities for ongoing funding

Co-ordination of Project

- > Establish effective working relationships with bureaux, and reporting mechanisms for monitoring local delivery and for sharing of good practice between regions
- > Ensure effective and consistent delivery of advice to the clients of the projects and accurate recording of data
- > Develop and implement appropriate quality assurance measures to ensure that all national and regional services are delivered to the required standard
- > Co-ordinate the internal Citizens Advice Scotland provision delivered by existing Citizens Advice Scotland staff as part of the project

Administration of Governance Arrangements

- > Where necessary, to participate in, and where necessary take the lead on, project advisory group meetings with key internal stakeholders to provide a project oversight of key issues and position the project as professional and effective

Statistics and Research

- > Operate effective systems for collecting, collating and reporting on quantitative and qualitative information, to provide robust and comprehensive data for monitoring and reporting purposes
- > Ensure the delivery of a final report for the project where relevant

External Relations

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

Marketing and Communications

- > Take responsibility for internal and external project communications
- > Work with the Citizens Advice Scotland communications team to oversee internal and external marketing and publicity of the project including delivering presentations, producing publicity materials and undertaking media work as required, to increase awareness of and uptake of the services

Service Development

- > Further raise awareness of the designated project within the Scottish citizens advice bureaux service to develop ways of developing the services and mainstreaming the work
- > Prepare and implement a strategy for the further development of the designated projects

Authorities and limitations

- > The post holder has responsibility of operation within project parameters in determining the day to day operational delivery of the service
- > The post holder is the signatory for the budget of the designated project
- > Guidance from the contract and grant frameworks but considerable freedom in relation to day-to-day activity
- > Ability to propose changes to Head of Bureau Services or funders based on experience
- > The post holder would consult with the line manager in a range of circumstances e.g. development of Citizens Advice Scotland policy in relation to new or emerging issues, or responding to service delivery issues such as the loss of regional staff

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
- > Outcomes of actions normally apparent in weeks or months
- > Resolution of one-off ad hoc problems
- > Complex, technical problems 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 project development, co-ordination and implementation
- > Experience of contract management and problem resolution
- > 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 bureaux 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)