



# **Working with us:**

## **Water Policy Officer**

Job pack – January 2019



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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:** Water Policy Officer
- > **Location:** Edinburgh
- > **Hours per week:** 35 hours per week
- > **Type of contract:** Permanent
- > **Appointable salary range:** £24,000 - £28,000 per annum per annum, commensurate with experience
- > **Full salary range:** £24,000 - £29,344 per annum
  
- > **Closing date:** Sunday, 27 January 2019, 5pm
- > **Interviews:** TBC

## About the job

Citizens Advice Scotland is the advocate for citizens and consumers in Scotland. We work over a range of areas covering social justice, financial health, communities and people first markets, undertaking research, policy and advocacy.

Citizens Advice Scotland uses the extensive data from our advice network, and other research, to inform our policy and advocacy work. This virtuous circle of advice and advocacy helps to deliver real change for people. As well as our general advocacy role we are levy-funded to carry out advocacy work in the energy, post and water sectors.

Water Policy Officer plays a vital and active role, initiating research projects, writing a wide range of policy papers and engaging with external industry, political and government stakeholders.

Water Policy Officer also plays an important part in our work to improve outcomes for consumers.

## 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:** Water Policy Officer
- > **Responsible to:** Water Policy Manager
- > **Line manager responsibility:** No
- > **Budget responsibility:** No

### Key responsibilities

- > To develop an excellent understanding of policy issues in relevant sectors, monitoring developments and identifying trends.
- > To develop evidence based policy, focused on the interests of consumers.
- > To identify potential research projects focused on the interests of consumers using appropriate analytical frameworks, methods and tools.
- > To analyse qualitative and quantitative data from a wide range of sources in order to produce regular reports to inform policy development.
- > To prepare written materials including research reports, written briefings and policy submissions and consultation responses.
- > To build and maintain constructive relationships with policy makers, politicians, regulators and other relevant public, private and third sector organisations in order to effectively represent the interests of consumers and clients of the Citizens Advice network in Scotland, and influence change for their benefit.
- > To be an ambassador for Citizens Advice Scotland, carrying out media interviews, speaking at relevant events and providing evidence to parliamentary committees to promote the interests of consumers and Citizens Advice Scotland network clients.
- > To work closely with colleagues across Citizens Advice Scotland, and the wider network, to achieve strategic outcomes.
- > To undertake any other duties as may be reasonably requested by their line manager.

### Authorities and limitation

- > Will be required to make decisions within broad guidelines and general policies which may need to be adapted to particular circumstances in the absence of detailed policies or procedures
- > Work within policy evidence base to determine Citizens Advice Scotland's policy response to changes in policy and practice.
- > Will often work largely unsupervised and a considerable degree of judgement and communication skills are required to respond to emerging events.

**Problem solving**

- > Problem solving and analysis skills required to analyse the potential impact of changes in policy, practice and legislation on current and future consumers, and clients of the Citizens Advice network in Scotland.
- > Ability to analyse quantitative and qualitative evidence to a high standard.
- > 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

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### Knowledge, skills and experience

#### Essential

- > Relevant degree or equivalent professional experience or qualification.
- > Demonstrable knowledge and understanding of relevant policy areas across the UK and Scotland, including any associated regulations.
- > Analytical thinker with the ability to identify and work on potential research and policy projects.
- > Ability to effectively interpret quantitative and qualitative data
- > Demonstrable experience of acting in an ambassadorial role with government, parliament and industry audiences influencing external policy and decision making.
- > Excellent written and oral communication skills including the ability to analyse complex material and present the results in a clear and concise, easy-to-understand and accessible manner.
- > 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 broad team and equally to take the initiative and work with minimal supervision

#### Desirable

- > Experience in a similar role
- > Experience of managing research projects.
- > Experience of working in media, government or political environments.

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