

# Citizens Advice Scotland Development Officer (West) Job Description

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<b>Position:</b>	<b>Development Officer (West)</b>
<b>Term:</b>	<b>Fixed Term (Maternity Cover)</b>
<b>Location:</b>	<b>Glasgow</b>
<b>Responsible to:</b>	<b>Network Development Manager</b>

## **Line manager responsibility:**

Some Development Officers will manage administrative staff in remote offices. Some DOs may also, in particular circumstances, manage project staff, largely on a short term basis.

## **Budget responsibility:**

Some DOs may have responsibility for managing the budget for a local office and for monitoring expenditure against this budget. Some DOs may be responsible for managing and monitoring petty cash.

## **General Background:**

Some Development Officers (DOs) may work in remote offices with significant responsibility for prioritising and scheduling work on a day to day basis. They may have responsibility for health and safety matters in remote offices where more than one member of staff is employed. They may also be responsible for premises security and the general running of the office.

## **Main Purpose of Job:**

DOs are responsible for working with bureaux and CAS colleagues to develop the CAB service in Scotland locally, regionally and nationally and to ensure bureaux provide a high quality, accessible and well-managed service by providing consultancy, advice and support to bureaux boards of directors and managers.

## **Key Responsibilities:**

- ✚ To promote the development of new initiatives in the delivery of advice (locally, regionally and nationally) including assisting with project planning and development. In particular circumstances this may include management and monitoring of particular projects
- ✚ To maintain awareness of relevant opportunities for development of CAB advice services, including identifying and pursuing funding opportunities
- ✚ To assist bureaux to secure funding and other resources for existing and new services, including assisting with funding applications; negotiating with funders; advising and assisting with project monitoring, evaluation and reporting; and providing information about funding sources
- ✚ To provide advice, support, practical assistance, guidance and training to CAB boards of directors and managers to assist them to plan and manage service provision effectively and to ensure compliance with the CAS membership scheme
- ✚ To represent the CAB service in Scotland in a specialist topic area and to develop opportunities for engagement and development in that area
- ✚ To facilitate joint planning and promote joint working between different bureaux and between bureaux and other agencies to share good practice and improve regional coordination and development
- ✚ To represent the Citizens Advice Service by initiating and maintaining contacts with a range of statutory and non-statutory agencies in a geographical area and by contributing to conferences and events
- ✚ To contribute to the development of policy on advice service issues by researching, writing and reviewing a range of guidance documents and sample policies for publication on CASlink for use by bureaux boards of directors and managers
- ✚ To establish and maintain regular contact with key CAS staff and outside agencies to exchange information, maintain professional currency and facilitate joint planning and service delivery
- ✚ To contribute to and participate actively in planning CAS initiatives and events

- ✚ To carry out any other tasks as reasonably requested by the Network Development Manager

### **Authorities and Limitations:**

- ✚ DOs have responsibility for undertaking business support for bureaux and have significant operational latitude to achieve this aim
- ✚ DOs make many decisions within broad guidelines and to general policies, adapted to particular circumstances but in the absence of detailed policies or procedures. They are frequently responsible for developing relevant policies and procedures in consultation with CAS committees or office bearers or senior staff
- ✚ DOs 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
- ✚ DOs attend meetings with key funders and decision makers and are required to respond quickly and effectively to issues as they arise, often without the opportunity to consult with senior managers. Again, they have significant freedom of action
- ✚ Some DOs offer guidance and advice to their colleagues on specific issues, such as HR and do so based on their own knowledge, experience and expertise with little recourse to advice or direction from CAS management (though other expert sources may be used for external advice, for example Abbey Legal)
- ✚ Day to day management of administrative and project staff is generally carried out in line with CAS policies and procedures and with advice from CAS HR staff

### **Problem Solving:**

- ✚ Issues relating to the provision of advice and information by bureaux for example breaches of confidentiality, independence, conflicts of interest and so on
- ✚ Issues relating to the management and administration of CAB 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 such as the NHS and local authorities
- ✚ Developing relationships, support and preparation for the initiation of project work. This may include contracts and sub-contracts for the delivery of national or regional projects. This often requires detailed knowledge of procurement law or other guidance to support the preparation of tender or other funding bids

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

## Person Specification:

### Qualifications and Attainments

1. Considerable experience of managing or developing services or projects

### Knowledge, Skills and Experience

*Essential:*

2. Managing services and projects, including initiating and developing new projects from initial proposal to implementation
3. Recruiting, training, managing and supporting staff and/or volunteers
4. Financial management and budget setting
5. Fundraising and funding issues
6. Tendering and contract creation and management
1. Organisational, business and strategic planning skills
7. Ability to analyse environments, lay out options, plan strategically and make sound decisions or recommendations
8. Understanding of support and supervision, appraisal and performance management systems
9. Awareness of and understanding of voluntary sector, including current issues as they relate to advice services
10. Excellent communication skills including negotiation, persuasion, presentation and written communications
11. Ability to work with minimum supervision and under pressure
12. Development and delivery of training courses, workshops and events
13. Ability to work with a variety of agencies in the voluntary and statutory sectors, including voluntary boards of directors
14. Computer literacy in Microsoft Office suite and email