



# Working with us:

Business Development Officer

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Job Pack – January 2024



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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 59 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.

Citizens Advice Scotland is committed to promoting diversity and inclusion. We offer a range of family friendly, inclusive employment policies and flexible working arrangements to support all our staff. We are also committed to equality of opportunity for all and applications from individuals are encouraged regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships.

Find out more at [www.cas.org.uk](http://www.cas.org.uk).

## Employee Benefits

Our people are our greatest strength and make Citizens Advice Scotland a great place to work. We place our people at the forefront of everything we do, and we offer a wide range of benefits to show how much we value everyone who works for us.

### Work-life balance



- > **35 hour full time working week**
- > **Flexible working opportunities for everyone**
- > **Flexitime system**
- > **Blended/Hybrid Working**
- > **Generous leave:** 30 days annual leave + 10 days public holiday

### Health and wellbeing



- > **Occupational Sick Pay:** up to 6 months full pay and 6 months half pay dependant on length of service
- > **Life Assurance Scheme:** financial security and reassurance for employees and their families.
- > **My Gym Discounts:** join gyms, health clubs, leisure centres, yoga studios, boot camps and outdoor activities at a discounted rate.
- > **Annual On-site Employee Health Checks**
- > **Employee Counselling Service**

### 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.
- > **Independent Financial Advice**
- > **Access to Employee Benefits/Discounts:** including special offers, discounts and deals from over 200 suppliers

### Other benefits



- > **Generous Maternity, Adoption and Paternity Pay**
- > **Enhanced occupational Sick Pay**
- > **Family Friendly Policies and Support**
- > **Season ticket loans:** take out an interest-free season ticket loan to save on travelling to and from work
- > **Salary sacrifice schemes:** Various schemes including Cycle to Work and Home Technology schemes.
- > **Paid time off to volunteer**
- > **Learning and Developing Opportunities for all**



## About the role

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- > **Job title:** Business Development Officer
- > **Location:** Edinburgh office with options for blended working (min 1 day a week at the office. This is a minimum, but successful candidates can opt to be office based 5 days per week)
- > **Hours per week:** 35
- > **Type of contract:** Permanent
- > **Job Level and Salary Scale:** (Level 3) £26,620 - £32,536 per annum\*, commensurate with experience

\*The successful candidate's salary will be determined in line with their skills and experience. New employees are normally appointed at the lower end of the salary scale and potential candidates should not expect to be appointed above the midpoint of the salary scale.

- > **Closing date:** 31 January 2024, 5pm
- > **Face to face Interviews:** w/c 05 February 2024

## About the job

Business Development across Citizens Advice Scotland and the Bureaux Network provides a vital capability to meet our strategic aims and to support the Network's ambitions, as well as to secure the future of our services.

The Business Development Officer supports the Business Development Team in developing and executing our finance strategy which ensures our service areas are more financially resilient, key areas of growth are identified and strategies are in place for maintaining our current funding levels. The role supports maximising Citizen's Advice funding for strategic priorities, through supporting the development of new funding opportunities and revenue, sustaining existing income as well as monitoring, and reporting on partnerships.

The business development function aims to build capacity across restricted, un-restricted and re-commissioning funding streams by undertaking a business development and income generation role at a national, regional, and local level.

Working in partnership with the Network you will ensure the function is actively involved, both locally and nationally, to develop and support compelling propositions to funders. You will be required to take a lead role in developing and managing our business development systems, processes and knowledge hub. The role ensures the knowledge hub is kept up to date and can provide the necessary intelligence, data and relevant

information to create proposals and bids as well as share this information with the Network.

Working with colleagues you will ensure we have a comprehensive database for each service area that includes a full understanding of the core and non-core advice areas we operate in, including funding flows, competition, and the political environment.

The Business Development Officer takes a lead role in researching, preparing for and developing proposals and bids, working with colleagues across the organisation to develop a highly competitive, compliant, and persuasive business submission.

This role offers you the opportunity to work at the heart of supporting Scotland's largest independent advice network and to make an invaluable contribution to citizen's lives.

## 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:** Business Development Officer
- > **Responsible to:** Head of Business Development
- > **Line manager responsibility:** No
- > **Budget responsibility:** No

### Key responsibilities

- > Provide an effective, efficient, and responsive support service to the business development team, including proactive management of opportunity identification and its pipeline and gate process.
- > Support the development of specific plans, in partnership with local and national staff, for each of our restricted, un-restricted and re-commissioning funding streams.
- > Support the engagement across the organisation, locally and nationally, to ensure engagement in specific strategies, plans and bids on behalf of the organisation are in place with a key focus on deliverability and outcomes.
- > Assist in developing propositions, including proposals and bids, that are aligned with our strategic ambitions, are price sensitive and do not risk our brand or reputation against a structure and service that demonstrates sustainability.
- > Set up and manage the Knowledge Hub to ensure all information is gathered, analysed, reviewed and available to support and share with the Network for future business development and income generation opportunities.
- > Manage our systems and processes and ensure they are regularly monitored to appraise progress across all our services development activities.
- > Create reports on progress, forecasted opportunities and results for use at Executive and Board level.
- > Support the development and implementation of best practice systems, processes and tools that make delivery better and more cost effective.
- > Manage our Client Relationship Management records for the identification and development of relationships with external partners within agreed service areas.
- > Build strong links with other teams and across the Network as a whole, evaluating and learning from collaborative business development activities and keeping on top of best practice.
- > Deputises for the Lead Business Development Manager on business development matters.
- > Undertake any other duties as may be reasonably required within the scope of the role.

### **Accountability and Decision Making**

- > Accountable for supporting the business development opportunity pipeline and knowledge hub and for leading on sharing and knowledge transfer across the Network and for creating the necessary progress reports for developing and executing opportunities and for developing and maintaining key relationships.
- > Responsible for maintaining a coherent and effective communication and engagement plan across all opportunities involving all stakeholders.
- > Expected to make recommendations based upon knowledge of the situation, sound judgment and experience and to support and coordinate the management of stakeholders, on a day-to-day basis.

### **Problem solving and Complexity**

- > The type and scope of problems encountered varies on a day-to-day basis, so the post holder must demonstrate problem solving skills, flexibility in approach and logical thought processes.
- > Resolution of one-off ad hoc problems
- > The ability to work both independently and collaboratively with others to find creative and innovative solutions.
- > Ability to solve complex problems in areas such as capturing and interpreting relevant information and data, managing queries and issues and creating detailed proposals and reports.

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

- > Experience in a supporting role within a complex environment involving multiple internal functions and external stakeholders.
- > Knowledge and experience of business development support or administration, including the use of client relationship management tools as well as proposal and bid submissions including commercial tenders.
- > Ability to plan and work effectively under pressure and to deadlines.
- > Ability to gather and coordinate complex information to undertake analysis, produce quality reports and formulate recommendations.
- > Ability to apply a logical and analytical approach to work.
- > Strong written communication skills, including the ability to communicate complex information clearly, accurately and in a succinct way.
- > Demonstrable influencing and verbal communication skills including managing expectations, monitoring quality levels, resolving issues and building relationships.
- > Experience of MS Excel, including automation and data analysis techniques including pivot tables.

#### Desirable

- > A track record in successfully supporting a similar business development and income generation function.
- > Demonstrable experience of creating reports on business risk, performance monitoring and reporting to a senior level within a similar organisation.
- > Knowledge and use of Public Contracts Scotland eTendering system.
- > Knowledge and use of a CRM monitoring and reporting system.

#### Additional requirements

- > Willingness and ability to travel within Scotland and occasionally within the rest of the UK involving work out with normal office hours and overnight stays.
- > Understanding of and commitment to the aims and principles of the Citizens Advice service.

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



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



[CitizensAdviceScotland](https://www.linkedin.com/company/CitizensAdviceScotland)

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