



Working with us:
Citizens Advice Bureau Network
Services Officer

Job Pack – July 2022



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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 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.

About the role

- > **Job title:** Citizens Advice Bureau Network Services Officer
- > **Location:** North of Scotland – Office based with options for hybrid working*
We will discuss the details related to the location at the interviews.
- > **Hours per week:** 35
- > **Type of contract:** Permanent
- > **Appointable salary range:** £28,505 - £30,750 per annum (Level 4), commensurate with experience
- > **Full salary range:** £28,505 - £34,840 per annum

- > **Closing date:** 21 July 2022, 5pm
- > **Interviews:** To be confirmed

About the job

The Citizens Advice Bureau Network Services Officer is responsible for working with local Citizens Advice Bureaux (CAB) and Citizens Advice Scotland (CAS) colleagues to provide support and development services to the Citizens Advice network in Scotland locally, regionally and nationally.

Citizens Advice Bureau Network Services Officers also assist CAB in providing a high quality, accessible and well managed service by advising and supporting bureaux managers and Boards. Network Services Officers are regionally based and will have responsibility for a number of bureaux within a specific geographical area.

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.

*Since the beginning of the COVID-19 crisis the majority of CAS staff have been working from home, but we have now started a transition back to the office and expect all staff to be attending the office in some capacity from the end of June 2022. CAS have introduced a blended working policy to allow our employees to balance their time attending the office with time working from home, and the number of days you will be expected to attend the office each week can be discussed as part of the recruitment process. Candidates should be prepared to attend the office on their first day for an induction, and to attend the office thereafter as required.

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:** Citizens Advice Bureau Network Services Officer
- > **Responsible to:** Head of Network Services
- > **Line manager responsibility:** No
- > **Budget responsibility:** No

Key responsibilities

Development

- > Support their designated bureaux to develop new services and projects

Funding

- > Ensure bureaux are supported to maintain and expand their funding to allow them to operate effectively in an increasingly challenging funding environment
- > Support bureaux to develop and deliver national projects which support the delivery of co-ordinated services throughout Scotland
- > Support bureaux in their negotiations around funding with local authorities (including competitive tendering)
- > Support with funding applications going to the CAS Development Committee

Governance and Management support

- > Support local bureau governance structures to maintain best practice standards, including memorandum and articles of association and other legal structures
- > Support local CAB managers with business support as required
- > Provide training for CAB Board members and managers to ensure for effective operation of both bureaux boards and management structures

Quality assurance

- > Provide assistance to CAB when preparing for the citizens advice bureaux membership audit
- > Support CAB to improve their quality of advice and organisational standards as appropriate
- > Provide help to local bureaux in accessing the relevant support and resources required when standards need to improve

Trouble shooting

- > Provide support and guidance for bureaux when unforeseen circumstances arise
- > Support CAB Boards and managers with HR and employment issues alongside the Citizens Advice Scotland HR team
- > Provide advice and support on issues which may lead to bad publicity or a risk to bureau reputation
- > Support and provide guidance on dealing with complaints procedures

Accountability and Decision Making

- > Responsibility for the effective provision of support and advice for their designated bureaux on a day to day basis, and so has accountability for the actions of bureaux taken on their advice
- > Expected to make many decisions within broad guidelines and to general policies covering a wide range of areas of expertise, often in the absence of detailed policies or procedures
- > Complex or difficult decisions should be referred to the relevant Network Services Manager with a recommendation on the relevant course of action.
- > Network Services Officers will work closely with the relevant Network Services Manager, but day to day are expected to work autonomously with their bureaux with minimal supervision.
- > Expected to provide guidance and advice to bureaux based on their own knowledge and experience which will need to involve considerable expertise in areas such as governance and general business management

Problem solving and Complexity

- > Complexity comes from the wide variety of issues which may be experienced, resulting in a diverse range of tasks which are often unexpected and need to be reactive to current issues within bureaux
- > Most issues will have been experienced before and the post holder would be expected to solve the majority problems using their existing knowledge and experience or by seeking out and referring to existing guidance.
- > Most problems encountered will require some level of investigation and exploration before responding, and in more difficult or complex situations should be discussed with the Network Services Manager
- > More complex issues may relate to the management of CAB services, particularly those relating to governance, financial management and planning, or insurance

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

- > Considerable experience of managing or developing services or projects, including initiating and developing new projects from initial proposal to implementation
- > Experience supporting managers, volunteers or Boards, ideally within the third sector
- > Demonstrable relationship building skills with a track record of persuading and influencing with positive outcomes
- > Experience of financial management and budget setting
- > Knowledge of fundraising and funding issues within the third sector
- > An understanding of tendering processes, contract creation and management
- > Demonstrable organisational, business and strategic planning skills
- > Ability to analyse environments, lay out options, plan strategically and make sound decisions or recommendations
- > Awareness and understanding of voluntary sector, including current issues as they relate to advice services
- > Excellent communication skills including negotiation, persuasion, presentation and written communications
- > Demonstrable track record of resilience and consistency in dealing with difficult situations
- > Ability to work with minimum supervision and under pressure
- > Experience of developing and delivering training, workshops and events
- > Ability to work with a variety of agencies in the voluntary and statutory sectors, including voluntary boards of directors
- > Computer literacy in Microsoft Office suite and email

Additional requirements

- > Willingness and ability to travel within the specified geographical area and throughout Scotland as required
- > Flexibility to attend occasional meetings during evenings or weekends if required

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



- > **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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[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)