



Working with us: Data and Statistics Assistant

Job pack – July 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 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.

Find out more at www.cas.org.uk.

About the role

- > **Job title:** Data and Statistics Assistant
- > **Location:** Edinburgh
- > **Hours per week:** 35
- > **Type of contract:** Permanent
- > **Appointable salary range:** £19,931 to £22,000 per annum, commensurate with experience
- > **Full salary range:** £19,931 to £24,360 per annum

- > **Closing date:** Monday, 5 August 2019, 12pm
- > **Interviews:** Wednesday, 14 August 2019

About the job

Working alongside Citizens Advice Bureaux' local offices and using an evidence based approach Citizens Advice Scotland is aiming to:

- > identify priority issues for the organisation
- > propose potential policy solutions and recommendations
- > empower and inform our clients and citizens
- > promote and campaign for change to the public, policy makers, and other stakeholders.

The Data and Statistics Assistant is responsible to ensure the accuracy and integrity of data working with Citizens Advice Scotland or bureaux staff and volunteers.

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:** Data and Statistics Assistant
- > **Responsible to:** Head of Bureau Services
- > **Line manager responsibility:** No
- > **Budget responsibility:** No

Key responsibilities

- > Assist with bureaux' statistical recording systems used to gather national data
- > Support the monitoring, collating and validation of national data
- > Identify and correct inconsistencies across a range of datasets
- > Analyse and resolve any queries relating to citizens advice bureaux data recording
- > Support Citizens Advice Scotland's staff, including national projects, in evidencing the work of the citizens advice service to funders, government and the media
- > Organise internal and external events relating to the recording of statistical data and reporting

Accountability and Decision Making

- > The post holder makes decision related to administrative issues within known boundaries.
- > Many tasks have set timescales or deadline but the post holder largely manages their own time within parameters.
- > Clear process and procedures generally guide the work.
- > Guidance is taken from the Head of Bureau Services as required.

Problem solving and Complexity

- > The type and scope of problems encountered may vary on a day-to-day basis, the post holder must demonstrate flexibility in approach and logical thought process.
- > The post holder may have to respond to tight deadlines and organise work to fit on-going and emerging tasks.
- > Problems generally solved quickly based on systems, processes or precedents, or referred to senior staff.

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

- > High level of computer literacy, specifically Excel
- > High standards of attention to detail
- > Experience of analysing statistical information
- > Experience of presenting statistical information in a variety of formats
- > Good verbal and written communication skills, including the ability to communicate complex statistics in a clear and accessible manner
- > Ability to cope with heavy workloads, tight deadlines and changing priorities
- > Effective team worker with ability to collaborate on areas of work
- > Good administration skills including organising meetings or events

Desirable

- > Experience or knowledge of the voluntary sector

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

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

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