



Working with us: Development Officer (Ayrshire)

Job pack – September 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:** Development Officer (Ayrshire)
- > **Location:** Irvine
- > **Hours per week:** 35
- > **Type of contract:** A fixed-term contract for 1 year
- > **Appointable salary range:** £25,956 - £28,000 per annum, commensurate with experience
- > **Full salary range:** £25,956- £31,724 per annum

- > **Closing date:** Tuesday, 01 October 2019, 5pm
- > **Interviews:** TBC

About the job

The Development Officer role is responsible for working with local Citizens Advice Bureaux and Citizens Advice Scotland colleagues to develop the service in Scotland locally, regionally and nationally.

This particular role will be working specifically Ayrshire, to help develop a new service in South Ayrshire and redevelop services in North Ayrshire. The role will be required to undertake direct negotiation with the local authority and other funders to help achieve this.

The Development Officer will also assist bureaux in providing a high quality, accessible and well managed service by advising and supporting the boards of directors and managers.

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:** Development Officer (Ayrshire)
- > **Responsible to:** Network Development Manager
- > **Line manager responsibility:** No
- > **Budget responsibility:** No

Key responsibilities

Research and Development

- > Undertake a programme of gap analysis work to map existing and proposed advice services in Ayrshire
- > Provide recommendations as to future citizens advice bureaux service provision in Ayrshire

Governance and Management support

- > Support establishment of local bureau governance structures to maintain best practice standards, including memorandum and articles of association and other legal structures
- > Assist with recruitment of local Citizens Advice Bureaux managers and provision of business support as required
- > Provide training for Citizens Advice Bureaux board members and managers to ensure for effective operation of both bureaux boards and management structures

Quality assurance

- > Provide assistance to bureaux in preparing for the Citizens Advice Scotland membership audit so they meet quality of advice and organisational standards

Trouble shooting

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

Funding

- > Explore sources of funding that will allow bureaux to operate effectively in an increasingly challenging environment
- > Support bureaux to participate in national projects which deliver as part of a co-ordinated service throughout Scotland
- > Assist bureaux in their negotiations around funding with local authorities (including competitive tendering) where appropriate

Accountability and Decision Making

- > Development Officers have responsibility for undertaking business support for bureaux and have significant operational latitude to achieve this aim
- > Development Officers make many decisions within broad guidelines and to general policies, adapted to particular circumstances but in the absence of detailed policies or procedures
- > Development Officers 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

Problem solving and Complexity

- > Assisting bureaux with complex relationships, negotiations and contract issues with key funders
- > Issues relating to the provision of advice and information by bureaux for example breaches of confidentiality, independence, conflicts of interest
- > 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

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

- > Proven ability to analyse complex information, make decisions and formulate recommendations quickly, communicating information clearly and accessibly
Considerable experience of managing or developing services or projects, including initiating and developing new projects from initial proposal to implementation
- > Experience supporting staff, volunteers or Boards, ideally within the third sector
- > 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
- > 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
- > Experience of developing and delivering training courses, workshops and events
- > Proven ability to influence and negotiate with key stakeholders in the voluntary and statutory sectors, including voluntary boards of directors
- > Ability to plan and work effectively with minimum supervision and under pressure

Additional requirements

- > Willingness 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



- > **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)