



Working with us:

EHU Operations Manager

Job Pack – October 2020



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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:** EHU Operations Manager
- > **Location:** Glasgow*
- > **Hours per week:** 36 hours per week
- > **Type of contract:** Permanent
- > **Appointable salary range:** £33,990 - £38,000 per annum, commensurate with experience
- > **Full salary range:** £33,990 – £41,544 per annum

- > **Closing date:** Sunday, 15 November 2020, 8pm
- > **Remote Interviews via Microsoft Teams:** 25 – 26 November 2020

About the job

The Extra Help Unit (EHU) provides support to vulnerable domestic consumers and micro-businesses across Great Britain with their energy and post complaints. As defined in the CEAR Act 2007, the EHU has statutory duties to deal with cases where the consumer's energy supply has been disconnected or is at risk of imminent disconnection. The Unit also has statutory powers to support vulnerable consumers. A person may be deemed to be vulnerable due to their personal circumstances, the complexity or urgency of their complaint. The EHU is a referral only service with agreed referral partners including Citizens Advice Consumer Service, Ofgem and Ombudsman Services: Energy. Further information can be found on the EHU website - <https://ehu.org.uk>

The EHU Operations Manager role is a part of the EHU senior management and leadership team and will lead on developing and implementing a range of operational procedures and processes to help the EHU continually improve the delivery of high quality casework and advice services to vulnerable consumers. This role will need to establish and maintain close working relationships with key referral partners, exploring how the EHU can further integrate with the wider Citizens Advice Network. A part of the role is also working closely with the EHU management team, providing support on both strategic and day to day issues, and importantly taking high level decisions on case resolutions. Equally, the role will need to work closely with caseworkers to ensure they have access to the information and training required to carry out their role effectively and comply with EHU standards and procedures.

*This role is normally based in our Glasgow office. As a result of the COVID-19 crisis, all CAS staff are currently working from home and we would therefore expect the successful candidate would be required to work from home initially. Re-opening our offices will be carefully planned and managed in accordance with the latest Scottish Government guidance and public health advice. Candidates should be prepared to work from home initially, but be aware that attendance at the normal office base will be required in future. We are currently reviewing our home working policy in response to the COVID-19 crisis and ongoing opportunities to work from home can be discussed with the successful candidate at offer stage.

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 by **Sunday, 15 November 2020, 8pm**.

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:** EHU Operations Manager
- > **Responsible to:** Head of Extra Help Unit
- > **Line manager responsibility:** Yes
- > **Budget responsibility:** No

Key responsibilities

- > Reviewing and updating the EHU Complaint Handling Procedures to ensure it is fully comprehensive, up to date and accessible. Exploring opportunities to align EHU and Citizens Advice Scotland policies where possible.
- > Supporting the EHU achieve accreditation in British Standard for inclusive service provision - identifying and responding to consumer vulnerability (BS 18477: 2010)
- > Designing, implementing and monitoring of referral arrangements with key stakeholders. Current key referral partners being Citizens Advice Consumer Service, Energy Ombudsman and Ofgem.
- > Exploring and implementing any new referral pathways with new partners, including referral processes, systems and feedback mechanisms.
- > Working closely with EHU managers in monitoring demand changes and delivering continuous improvement on workload processes and rotas.
- > Supporting information and IT development work including playing a key role in the replacement of Servicemail, case management system and EHU website oversight.
- > Supporting the Unit achieve Key Performance Indicators agreed yearly with UK and Scottish Government.
- > Monitoring complaints against EHU and identifying trends and areas of improvement.
- > Providing an active role in the Complaints against the Unit process.
- > Coordinating training for the Unit and maintaining training records.
- > Assisting in the preparation of operational reports for Senior Management.
- > Working closely with the EHU Quality Assurance Officer and other teams across the Citizens advice network to share best practice and encourage integration and development.
- > Line management responsibility.

Accountability and Decision Making

- > Responsible for ensuring referrals made to the Unit comply with requirements set out in the CEAR Act and within agreed protocols with partners with regards to quality, method of referral, timescales and consent.
- > Expected to be an expert lead in key procedures such as GDPR.
- > Postholder responsible for making critical and immediate decisions on client safeguarding or dealing with escalated or Complaints against Unit in line with EHU complaint handling procedures either jointly or independently of Head of EHU.
- > The post holder would take the lead on operational issues in the absence of the Head of the EHU and also when directed.

Problem solving and Complexity

- > Responding positively and dynamically to emerging workload challenges with the ability to create new solutions or interim processes.
- > Decisions will need to be taken on escalated, complex and protracted casework with the need to identify creative solutions that meets needs of the consumer while understanding constraints within industry.
- > Expected to resolve the majority of issues escalated to them, with referral to the Head of EHU only in the most complex or difficult cases.

This is a new role and will develop in time and in line with structural changes across Citizens Advice Scotland.

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

- > Robust operational management experience within a team or organisation that supports vulnerable consumers directly.
- > Experience of managing complex and changing workloads.
- > Experience of driving continuous improvements from the planning to the implementation and monitoring of processes or projects.
- > Senior complaints handling experience delivered via telephone and through written forms of communication.
- > Excellent written skills with demonstrable experience in writing procedures and reports.
- > Proven stakeholder relationship management experience with both internal and external partners.
- > Staff management experience.
- > Excellent organisational skills, with the ability to manage both short and longer term areas of work.
- > Able to work well under pressure in a proactive manner with minimum supervision.

Desirable

- > Energy retail experience.
- > Experience of implementing new IT systems.

Additional requirements

- > Limited amount of travel may be required to meet key stakeholder partners or colleagues across Citizens Advice network

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