



Working with us:

Equality Development Officer

Job Pack – January 2024



Contents

A note from our CEO, Derek Mitchell	3
About Citizens Advice Scotland	4
Employee Benefits	5
About the role	6
How to apply	7
Job description	8
Person specification	10

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.

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

- > **Job title:** Equality Development Officer
- > **Location:** Edinburgh (with options for Blended Working) (min 1 day a week at the office. This is a minimum, but a successful candidate can opt to be office based 5 days per week)
- > **Hours per week:** 35
- > **Type of contract:** Fixed term until 24 October 2026 with the intention to explore funding options to making the role permanent
- > **Job Level and Salary Scale:** (Level 4) £29,948 - £36,603 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:** 12 February 2024, 5pm
- > **Interviews:** 23 February 2024

About the job

This position will be part of the Network Services teams, Advice Services department at Citizens Advice Scotland. This is a small team that provides advice and support to Trustees and Managers across the CAB Network about strategic and operational matters. The team covers a range of subjects from board induction to safeguarding and everything in between, they attend board meetings, support with business plans and innovation and direct CABs where needed to Citizens Advice Scotland colleagues for other areas of CAB work.

The Volunteer Team is an exciting new team at Citizens Advice Scotland to support the Network with volunteering and this role provides a fabulous opportunity to be part of a team that makes a real difference to people's lives every day, enabling local communities to be part of a community service. This position will be managed by our Volunteer Support Manager.

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:** Equality Development Officer
- > **Responsible to:** Volunteer Support Manager
- > **Line manager responsibility:** No
- > **Budget responsibility:** No

Key responsibilities

- > Increase community capacity by diversifying volunteering and volunteer roles through creating a variety of accessible, tailored volunteer roles that meet the needs of potential volunteers and service delivery.
- > Lead on targeted recruitment to attract a more diverse range of volunteers.
- > Development of ED&I resources, toolkits, and systems to support volunteering.
- > Maintain resources and information on relevant websites.
- > Support with the delivery of the volunteer strategy to meet CAS's strategic priorities.
- > Collaborate and support the development of inclusive volunteer practice, understanding the volunteer environment, network, and good practice.
- > Maintain monitoring, reporting and evaluation framework to track progress and success of key developments.
- > Drive ED&I learning and practice for volunteers work with the Learning and Standards team and others.
- > Support the network to continue to create a volunteer led culture across CAS and the CAB Network.

Collaboration

- > Collaborate and communicate with relevant departments in CAS and the CAB Network.
- > to ensure all developments are understood and everyone is clear on the role they play, to create an ED&I culture.
- > Collaborate and engage with CAS and CAB Network to implement an inclusive volunteer programme through awareness workshops, ongoing engagement, and live practice.
- > Collaborate and engage with external partners and stakeholders, particularly those who can contribute to ED&I approaches to support the delivery and development of the volunteer strategy, including relationship building with new partnership.

Continuous Improvement

- > Provide ongoing monitoring, development, and ideas to ensure the successful delivery of the volunteer strategy and inclusive volunteer programme.

Other

- > Undertake any other duties as appropriate.

Accountability and Decision Making

- > Expected to provide guidance and advice to bureaux based on their own knowledge and experience.
- > 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 Volunteer Support Manager with a recommendation on the relevant course of action.
- > Work closely with the Volunteer Support Manager and Volunteer Development Officer, but day to day is expected to work autonomously with minimal supervision.

Problem solving and Complexity

- > 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 Volunteer Support Manager.
- > More complex issues may relate to the management of CAB services should be discussed with the Volunteer Support Manager.

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

- > Knowledge and experience of the Volunteer landscape in Scotland.
- > Knowledge and awareness of Equality Legislation and Equity, Diversity, and Inclusion (ED&I) practice.
- > Experience of supporting and developing ED&I practice in volunteering and/or other projects.
- > Ability to build relationships to influence with positive outcomes.
- > Excellent communication skills including negotiation, persuasion, presentation, and written communications.
- > Ability to work with minimum supervision and under pressure.
- > Competent IT skills: experience of emailing, word processing, excel, and database packages to analyse data, maintain records and produce report.
- > Demonstrable commitment to working as part of a team.

Desirable

- > An understanding of advice services in general and the CAB service in particular.

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.

www.cas.org.uk



[@CitAdviceScot](https://twitter.com/CitAdviceScot)



[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)