



## Working with us:

Governance, Strategy, Performance  
and Risk Officer 2x

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Job Pack – May 2022



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## A note from our CEO, Derek Mitchell

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“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

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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](http://www.cas.org.uk).

## About the role

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- > **Job title:** Governance, Strategy, Performance and Risk Officer 2x
- > **Location:** Edinburgh office based with options for hybrid working\*
- > **Hours per week:** 35 hours per week
- > **Type of contract:** Permanent
- > **Appointable salary range:** £28,505 - £30,750 per annum (Level 4), commensurate with experience
- > **Full salary range:** £28,505 - £34,847 per annum (Level 4)
  
- > **Closing date:** 14 June 2022, 5pm
- > **Interviews:** 23 June 2022

## About the job

The Strategy, Governance, Performance and Risk Unit supports the implementation of our strategy as well as support the organisation and wider network on a journey of continuous improvement focused on delivering outcomes for the people of Scotland.

The Strategy, Governance, Performance and Risk Officers will work with the Head of the Unit to put in place performance and risk management frameworks to support delivery of the strategy. You will be responsible for ensuring that managers working across the organisation have the information and tools they need to track progress and better understand the impact our organisation is having, so that we can celebrate our successes but also manage risks and adjust our approach to delivery where necessary. You will also play an important role in supporting reporting to our Board, governance committees and funders to ensure that the organisation is accountable, and this will include making sure that our governance structures run smoothly. You should demonstrate CAS's values of person-centred, empowering, supportive, inclusive and collaborative and in doing so you will help to build a supportive and empowering culture where performance management and risk tools are used to help CAS staff to do their jobs well, celebrate successes and drive continuous improvement.

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

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To apply for this role, please send completed copies of the **Personal Details Form**, along with your current **CV** to: [recruitment@cas.org.uk](mailto: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](mailto:equalitymonitoring@cas.org.uk)



## Job description

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- > **Position:** Governance, Strategy, Performance and Risk Officer
- > **Responsible to:** Head of Strategy, Governance, Performance and Risk
- > **Line manager responsibility:** No
- > **Budget responsibility:** No

### Key responsibilities

- > Support effective delivery of the CAS strategy through developing and implementing planning, performance and risk management frameworks and supporting staff across the organisation to use these
- > Help to develop, embed and support all necessary systems and tools required to ensure appropriate reporting on the strategic plan to ensure effective governance oversight
- > Contribute to building a supportive and empowering culture where performance management and risk tools are used to help CAS staff to do their jobs well and deliver positive outcomes for the people of Scotland.
- > Develop and deliver appropriate governance and funder reporting processes which ensure that the Board, Committees, Funders and Management receive information and reports which are of a high quality, meet stakeholder expectations and are delivered in line with an agreed reporting calendar.
- > Support the delivery of effective governance across the organisation: overseeing the co-ordination of all the CAS Board and Bureaux facing committees and any other governance requests.
- > Work with the Head of Governance, Strategy, Performance and Risk to ensure that the appropriate governance policy, procedures and processes are in place and adhered to
- > Support the delivery of the AGM and any other governance or strategic engagement sessions with the network.
- > Actively support the Head of Governance, Strategy, Performance and Risk with team development and undertake any other duties as may reasonably be requested

### Accountability and Decision Making

- > Responsible for determining and delivering the appropriate planning performance and risk processes, procedures and reporting, subject to sign off by the Head of Governance, Strategy, Performance and Risk



- > 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 Head of the Unit, with a recommendation on the relevant course of action.
- > Expected to provide guidance and advice to others based on their own knowledge and experience which will need to involve considerable expertise in areas such as strategy development and risk
- > Expected to engage with senior individuals at both management and trustee level within the organisation as well as network members and funders as appropriate to support and monitor the delivery of the strategic plan

### **Problem solving and Complexity**

- > Main complexity in the role comes from ability to plan ahead and anticipate issues with delivery of activities all CAS directorates
- > 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 complex or unprecedented situations should be discussed with the Head of Governance, Strategy, Performance and Risk
- > May have to deal with a myriad of problems which often be unexpected or new and will be expected to work alongside the relevant Senior leaders to determine solutions.
- > Post holder must have the ability to assimilate multiple information sources, determine priorities and provide a recommended way forward which meets organisational need

*The above job description is not exhaustive and is clarified to include broad duties inherent in the post.*

## Person specification

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### Knowledge, skills and experience

#### Essential

- > Relevant degree or equivalent professional experience
- > Significant experience in a role involving at least one of the following:
  - Strategy development and implementation
  - Planning and performance management
  - Risk management
  - Supporting good governance in the voluntary sector
- > Strong organisational skills with an ability to prioritise your own workloads
- > Ability to effectively interpret quantitative and qualitative data
- > Excellent written and oral communication skills
- > Self-motivated and able to take the initiative and work with minimal supervision while remaining alert to the need to consult with and update senior staff as appropriate
- > Ability to work as part of a complex team and work collaboratively with people in different roles
- > Ability to interact with senior individuals and stakeholders
- > Good judgement and ability to manage own workload

#### Desirable

- > Knowledge of the voluntary and/or advice sectors
- > Experience of working in a membership organisation
- > Experience of supporting governance structures

## Employee benefits

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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](http://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)