



# Working with us:

Lead Project Officer

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Job Pack – January 2024



## Contents

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

## 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).

## 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

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- > **Job title:** Lead Project Officer
- > **Location:** Edinburgh (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:** Permanent
- > **Job Level and Salary Scale:** Level 3 (£26,620 - £32,536) per annum\*

\*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:** 31 January 2024
- > **Interviews:** week commencing 5<sup>th</sup> February 2024

## About the job

Citizens Advice Scotland runs a series of national specialist services as projects which require centralised project co-ordination and support. The Lead Project Officer will work alongside the rest of the allocated project team, ensuring successful delivery and development where appropriate. As the Lead Project Officer, you will have a higher level of responsibility for allocated projects, either due to the complexity of the project or the accountability of the work being undertaken.

The role will initially support the Pension Wise project, the UK government sponsored scheme that helps people aged 50 and above with their pension options.

You will be working alongside the project lead and take responsibility to identify and progress service improvement initiatives as they arise, respond to service complaints and queries, and assist with ongoing developments in coordination with the project's funder. You will lead on continuity of project reporting and operational effectiveness and you will be talking daily to different stakeholders about a wide range of issues so the ability to work flexibly and effective communication is key.

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.

## 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:** Lead Project Officer
- > **Responsible to:** Project Manager
- > **Line manager responsibility:** No
- > **Budget responsibility:** No

### Key responsibilities

#### Project support

- > Provide an effective and efficient project support and administration service to the Project Team, including proactive management of incoming project correspondence and collation of bureau financial returns
- > Maintain all monitoring, reporting and project plans to ensure operational delivery is tracked against key objectives
- > Use project data and operating systems to understand performance and identify areas for improvement and development
- > Take responsibility for service improvement, growth & change solutions in line with national & localised development of the project brand, systems and format
- > Provide support to key stakeholders to ensure that all data is compiled and reported on to the standard and format required in any linked agreements
- > Handling complex client communication including the provision management, background investigation, and early resolution of complaints
- > Resolution of operational conflicts and business recovery

#### Reporting

- > Collate, analyse and interpret data, proactively identifying emerging or potential issues and identify appropriate solutions to ensure the service's operational effectiveness
- > Prepare reports for relevant stakeholders with accessible, accurate and up-to-date information
- > Formulate recommendations or feedback based on findings, highlighting concerns and improvement areas in an authoritative, but concise way

#### Accountability and Decision Making

- > The post holder is responsible for managing and prioritising their own day to day work load with overall direction and tasks driven by their line manager and within project parameters
- > The post holder will focus on operational elements of service delivery for more complex or challenging projects, for example where there are multiple stakeholders, significant levels of funding, or where some liaison with senior stakeholders is required



- > The post holder will have a level of autonomy to make decisions about the day to day operational delivery of the service with the Project Manager/Team Lead acting as a line of approval in complex or risky issues.
- > The post holder will be able to propose changes to the Project Manager/Team Lead or funders based on knowledge, sound judgement and experience as a core part of the role.

### **Problem solving and Complexity**

- > The type and scope of problems encountered varies on a day-to-day basis, so the post holder must demonstrate problem solving skills, flexibility in approach and logical thought processes
- > Resolution of one-off ad hoc problems.
- > Required to work both independently and collaboratively with others to find creative and innovative solutions.
- > Ability to solve complex problems in areas such as capturing and interpreting relevant information and data, managing client queries and issues, and ad hoc reporting.

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

- > Knowledge and experience of project support or administration, including the use of project administration tools and techniques
- > Proven ability to gather and co-ordinate project information in order to undertake analysis, produce quality reports and formulate recommendations for improvement
- > Ability to apply a logical and analytical approach to work
- > Ability to plan and work effectively under pressure and to deadlines.
- > Strong written communication skills, including the ability to communicate complex information clearly, accurately and accessibly to non-specialists
- > Demonstrable influencing and verbal communication skills including managing expectations, monitoring quality levels, resolving issues and building relationships
- > Excellent IT literacy with proven ability to use IT packages, including spreadsheet, word processing and presentation software
- > Ability and willingness to learn new IT systems as necessary

#### Desirable

- > Direct knowledge of, and experience with, advisory services
- > Experience of working within a public or voluntary sector corporate environment
- > Knowledge of the Citizens Advice service

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