



Working with us:

Learning and Standards Officer

Job Pack – January 2024



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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.

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:** Learning and Standards Officer
- > **Location:** Edinburgh office with options for blended working
- > **Hours per week:** 35
- > **Type of contract:** 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:** 21 January 2024, 5pm
- > **Interviews:** 01 February 2024

About the job

In order to be a member of Citizens Advice Scotland every Citizens Advice Bureau must comply with a set of membership conditions and standards. These conditions and standards aim to ensure a bureau adheres to the principles of the Scottish Association of Citizens Advice Bureaux and provide clients with holistic, quality assured information, advice and support.

As a Learning and Standards Officer, you will be member of the Learning and Standards Team which is responsible for assessing each Citizens Advice Bureau's compliance with these membership conditions as well as providing learning materials and opportunities to support compliance. This is an interesting, varied, challenging, and rewarding role.

Using a defined set of criteria and indicators you will assess the quality of advice provision across a range of topic areas and produce reports which summarise your findings. You'd work with colleagues to produce and maintain a variety of learning materials and learning opportunities for bureaux. The role also involves working with bureaux case checkers to help ensure consistency of approach to quality of advice case checking across all Citizens Advice Bureaux in Scotland.

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. If you are someone from either an advice, quality or learning background with an eye for improvement then this could be the role for you.

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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:** Learning and Standards Officer
- > **Responsible to:** Learning and Standards Manager
- > **Line manager responsibility:** No
- > **Budget responsibility:** No

Key responsibilities

- > Develop, review and maintain learning resources in a variety of formats to support the delivery of training for bureaux, ensuring all required quality standards are met
- > Provide guidance and support to bureau tutors and managers to contribute to the continuous improvement of training practice within the service
- > Identify need, develop and/or deliver and evaluate face-to-face and online courses for supporting the delivery of multi-channel advice, ensuring all materials are consistent and up to date
- > Contribute to identifying the most effective approach to meet learning needs, taking into account resources and timescales
- > Carry out quality of advice assessments for the CAS Membership Scheme using the CAS quality of advice assessment tools in-line with agreed guidelines to ensure all member and any probationary member bureaux are working to maintain high standards of advice provision.
- > Provide support and training for bureau case assessors and bureau tutors to achieve and maintain competence.
- > When required, carry out a gap analysis on behalf of member bureaux that have not complied with the required quality of advice standards, in order to identify specific issues that need to be addressed.
- > Advise the Learning and Standards Manager of any issues with practices and procedures that arise during the quality of advice assessment and which may have an impact upon the overall organisational audit.
- > Contribute to the provision of the audit service to CAB by carrying out organisational audits of individual bureaux to measure compliance with membership standards.
- > Contribute to identification and analysis of and response needed to issues arising from quality audits.
- > Promote effective working relationships with other sections within CAS and external bodies to secure equivalence agreements with all relevant quality assurance schemes within the objectives of the CAS strategic plan
- > Where appropriate, provide support and guidance to bureaux applying for accreditation against National Standards for Information and Advice Providers to ensure external recognition of the CAB service quality

Accountability and Decision Making

- > Responsibility for the effective provision of support and advice for their designated area on a day-to-day basis and exercising professional judgement in doing so
- > Accountable for ensuring accuracy of learning content and therefore for the standards of advice in bureaux
- > Responsible for undertaking the SACAB membership quality of advice audit process in line with membership standards and ensuring the process is implemented correctly, accountable for actions of bureaux taken on their advice
- > 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 Learning and Standards Manager with a recommendation on the relevant course of action.
- > Learning and Standards Officers will work closely with the Learning and Standards Manager, but day to day are expected to work autonomously with minimal supervision.
- > Expected to provide guidance and advice based on their own knowledge and experience which will need to involve considerable expertise in their designated areas

Problem solving and Complexity

- > Complexity comes from the wide variety of issues which may be experienced, resulting in a diverse range of tasks which are often unexpected and need to be reactive to current issues
- > 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 Learning and Standards 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

- > EITHER 1) Experience in a quality-auditing role, OR 2) Experience of training provision, including needs analysis, instructional design, delivery, presentations, group work facilitation and evaluation
- > Experience of working within established quality standards
- > Demonstrable experience of relationship building and excellent interpersonal skills
- > Experience of driving change and continuous improvement
- > Good oral and written communication skills
- > Good analytical skills
- > Good level of IT literacy (MS Office)
- > Experience of working on own initiative and managing own workload
- > Experience of working as part of an effective team
- > Ability to work to strict deadlines and under pressure

Desirable

- > Experience of working within the voluntary sector, either paid or unpaid
- > Experience and/or understanding of advice work
- > A recognised audit qualification
- > A recognised training qualification

Additional requirements

- > Ability to Travel throughout Scotland and occasionally the rest of the UK (overnight stays may be required)

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)