



Working with us:

Office and Executive Support
Officer

Job Pack – August 2022



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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 with flexible working opportunities**
- > **Flexitime system**
- > **Options for Blended Working:** please discuss options as part of the recruitment process)
- > **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.

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



- > **Generous Maternity, Adoption and Paternity Pay**
- > **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.

About the role

- > **Job title:** Office and Executive Support Officer
- > **Location:** Edinburgh (with options for Blended Working)
- > **Hours per week:** 35 hours per week
- > **Type of contract:** Permanent
- > **Job Level and Salary Scale:** Level 4, £28,505 - £34,840 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:** 01 September 2022, 5pm
- > **Interviews:** TBC

About the job

To provide support to the executive leadership team (ELT), including the CEO and Deputy CEO on all matters such as diary and email management, planning and organisation. Also responsible for overseeing areas of general office management including buildings and facilities issues.

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

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 01 September 2022, 5pm.

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:** Office and Executive Support Officer
- > **Responsible to:** Deputy CEO
- > **Line manager responsibility:** Yes
- > **Budget responsibility:** No

Key responsibilities

- > Provide executive assistance and administrative support services to the CEO/Deputy CEO.
- > Maintain a high degree of awareness of the CEO's workload and priorities, anticipating actions and requirements on their behalf.
- > Prepare agendas and take minutes and actions from meetings lead by the CEO, ELT and Senior Leader Team (SLT).
- > Management of the administration team and responsible for overseeing general administrative duties as required
- > Responsible for office management issues for the Edinburgh office, covering buildings, facilities, general repairs, maintenance and any related Health and Safety matters.
- > Undertake or support any project work on behalf of the CEO /ELT
- > Build and maintain relationships with all internal and external stakeholders at all levels in order to act effectively on behalf of the CEO
- > Provide effective event management for visits arranged on behalf of the CEO/ELT/SLT arranging travel, catering, liaison with suppliers etc

Accountability and Decision Making

- > Responsibility for effective executive support for the CEO and Deputy CEO including their successful diary management and day to day general organisation.
- > Expected to make decisions and work protectively to support the CEO on a broad range of areas of expertise, often in the absence of detailed polices of procedures.
- > Working under the direction of the CEO, the post holder is expected to work with minimal supervision on a day to day basis and use their own judgement and communication skills to respond to emerging events.
- > The post holder has a level of autonomy to make day to day decisions and know when to escalate complex or risky issues, communicating on behalf of the CEO when appropriate

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
- > The post holder would be expected to solve the majority problems using their existing knowledge and experience.

- > 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 relevant senior 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

- > Experience providing high level support to senior management in a fast paced environment
- > Experience in office, buildings or facilities management and related health and safety matters
- > Experience of diary management and comprehensive administrative support
- > Excellent verbal and written communication skills, including with senior stakeholders
- > Experience in taking minutes in varied internal and external meetings
- > Ability to build effective relationships with all stakeholders
- > Strong planning and organising skills
- > Ability to work under pressure and prioritise workload to meet deadlines
- > Ability to provide accuracy and attention to detail
- > Experience in a role where a high level of discretion and confidentiality

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)