



Working with us:

Policy Officer
(1x Financial Health & 1x Strong Communities)

Job Pack – November 2022



Contents

A note from our CEO, Derek Mitchell	3
About Citizens Advice Scotland	4
Employee Benefits	5
About the role	6
How to apply	8
Job description	9
Person specification	11

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:** Policy Officer (1x Financial Health & 1x Strong Communities)
- > **Location:** Edinburgh (with options for Blended Working)
- > **Hours per week:** 35
- > **Type of contract:** Permanent
- > **Job Level and Salary Scale:** Level 3, £25,338 to £30,969 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:** Friday, 2nd December 2022, 5pm
- > **Interviews:** Wednesday, 14th December 2022

About the jobs

Policy Officer (Financial Health)

At a time of massive financial pressure on individuals and families across Scotland, this is your chance to make a real difference in helping ease that pressure by joining the Financial Health Team at Citizens Advice Scotland as our Policy Officer. The Financial Health Team is focused on helping our citizens get through the current cost of living crisis as well as people's wider financial wellbeing.

In this role, you will work closely with the Policy Manager across a range of issues but with a focus on our mental health and money work, where we seek to make improvements in the external environment so those with money and mental health issues can achieve better support and outcomes. We also improve people's financial lives through our policy and public affairs activity on issues such council tax debt, access to cash, consumer credit and borrowing, scams, and raising awareness of ways by which households can boost incomes and cut costs.

Policy Officer (Strong Communities)

We also have an opportunity available to join our Strong Communities Team at Citizens Advice Scotland as our Policy Officer. The Strong Communities team currently has a focus on access to justice and telecommunications and advocates for change on behalf of citizens and consumers in order to prevent detriment. This is a great opportunity to play a role in helping to make society fairer, and in supporting our network of Citizens Advice Bureaux across Scotland. While not an essential criteria understanding of the Scottish legal system or legal qualifications, and/or knowledge of current issues and developments related to access to justice in Scotland may be beneficial to this role.

As a Policy Officer based in either our Financial Health or Strong Communities team you will play a key role in helping influence political and policy changes through public affairs activity that will lead to better outcomes for the people of Scotland. **These roles are superb opportunities not only to make a difference for citizens but to also learn and grow your**

policy and public affairs skills from extremely experienced colleagues in the Financial Health and Strong Communities Teams.

Using our wealth of data generated by our bureaux, we develop evidence-based policy which is grounded in the experience of our clients. Using our knowledge of national policy, we engage policymakers across Parliament, Government (both central and local) and stakeholder organisations to influence change in policy, law and practice as well as to empower individuals and communities.

Your focus will be to collaborate with external stakeholders and advocate for change at a national level. This will involve using your policy skills to represent CAS on relevant Government groups and develop excellent relationships within the CAB network, engaging with them in your work and utilising their experience to better inform policy to make a difference to people's lives across 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.

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 **Friday, 2nd December 2022, 5pm**.

In addition, we ask you to provide a short written statement (maximum of 2 pages) with examples which demonstrate how you meet the requirements of the post, as set out in the job description and person specification. Given there are 2 positions available we invite applicants to indicate if they have a preference for either role within their statement, and to tailor their statement to either role if this would be helpful. However, applicants are not obliged to complete their application this way if it is not suitable as we will also consider applications that do not specify a preference.

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:** Policy Officer
- > **Responsible to:** Policy Manager
- > **Line manager responsibility:** No
- > **Budget responsibility:** No

Key responsibilities

- > To work as part of a policy team to contribute to developing and delivering social change in line with Citizen Advice Scotland's Impact Framework
- > To develop an excellent understanding of relevant policy issues and have the flexibility to work across different policy areas as required.
- > To support the development of evidence based policy, focused on the interests of citizens and consumers.
- > Working with the Impact Team Managers and Senior Policy Officers, identify potential research projects focused on the interests of citizens and consumers using appropriate analytical frameworks, methods and tools.
- > To analyse qualitative and quantitative data from a wide range of sources in order to produce regular reports to inform policy development.
- > To prepare written materials including research reports, written briefings and policy submissions and consultation responses.
- > Working with the Impact Team Managers or Strategic Leads as required, develop constructive relationships with policy makers, politicians, regulators and other relevant public, private and third sector organisations in order to effectively represent the interests of consumers and clients of the Citizens Advice network in Scotland, and influence change for their benefit.
- > Working with the Impact Team Managers, ensures network engagement in their area of delivery, in conjunction with wider team members.
- > May be required to carry out media interviews, speak at relevant events or provide evidence to parliamentary committees to promote the interests of consumers and clients of the Citizens Advice network in Scotland.
- > To work closely with colleagues across Citizens Advice Scotland, and the wider network, to achieve strategic outcomes.
- > To undertake any other duties as may be reasonably requested by their line manager.

Accountability and Decision Making

- > Will be required to make decisions within broad guidelines and general policies which may need to be adapted to particular circumstances in the absence of detailed policies or procedures
- > Work within policy evidence base to determine CAS's policy response to changes in policy and practice.
- > Responsibility for the delivery of work assigned to them by the Impact Team Managers on time.
- > Working under the direction of the Policy Manager, 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.

Problem solving and Complexity

- > Problem solving and analysis skills required to analyse the potential impact of changes in policy, practice and legislation on current and future consumers, and clients of the Citizens Advice network in Scotland.
- > Ability to analyse quantitative and qualitative evidence to a high standard.
- > Able to plan and deliver strategies that promote the organisation's view and evidence on particular policies and legislation.

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

- > Relevant degree or equivalent professional experience or qualification.
- > Demonstrable knowledge and understanding of relevant policy areas across the UK and Scotland (and the EU where relevant), including any associated regulations.
- > Analytical thinker with the ability to identify and work on potential research and policy projects.
- > Ability to effectively interpret quantitative and qualitative data
- > Experience of influencing and external policy/decision making
- > Excellent written and oral communication skills including the ability to analyse complex material and present the results in a clear and concise, easy-to-understand and accessible manner.
- > Good judgement and ability to manage own workload whilst remaining alert to the need to consult with and update senior staff as appropriate.
- > Ability to work as part of a team and equally to take the initiative and work with minimal supervision

Desirable

- > Experience in a similar role
- > Experience of managing research projects.
- > Experience of working in media, government or political environments.

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)