



Working with us:

Project Coordinator

Job Pack – March 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.

About the role

- > **Job title:** Project Coordinator (National Projects)
- > **Location:** Edinburgh office with options for blended working*
- > **Hours per week:** 35 hours per week
- > **Type of contract:** Fixed Term until 31 March 2023 with extension opportunity
- > **Appointable salary range:** £24,720 - £28,000 per annum, commensurate with experience
- > **Full salary range:** £24,720 - £30,214 per annum

- > **Closing date:** 29 March 2022, 5pm
- > **Interviews:** TBC

About the job

As the focal point for the allocated projects, you will be responsible for the successful delivery of allocated projects through proactive engagement, communication, planning and reporting with key stakeholders and participating member organisations of Citizens Advice Scotland.

In co-ordinating the project/service delivery, you will use an approach which is in line with Citizens Advice Scotland governance and processes.

You will provide a crucial support to bureaux, ensuring they are appropriately resourced, trained, and contracts are managed to achieve and maintain the levels of competence required to deliver a quality service.

You will be responsible to the funder for all stages and aspects of projects, reporting back via formal mechanisms to demonstrate the project is meeting its compliance and quality standards and any targets.

You will coordinate resources, liaising with the wider team, to effectively deliver the projects.

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.

*This role is based in our Edinburgh office. As a result of the COVID-19 crisis, the majority of CAS staff are still working from home, however we are now starting a transition towards a return to the office. This will be carefully planned and managed in accordance with the latest Scottish Government guidance and public health advice. Candidates should be prepared to attend the office on their first day for an induction, after which they will be able to work from home initially. Going forward, attendance at the office will be required, however CAS are introducing a blended working policy to allow our employees to balance their time attending the office with time working from home.

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

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 **29 March 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:** Project Coordinator (National Projects)
- > **Responsible to:** Senior Project Manager / Senior Project Support Lead
- > **Line manager responsibility:** Yes
- > **Budget responsibility:** Yes

Key responsibilities

- > Implement allocated National Project(s) ensuring effective delivery of a quality service for clients and funders, following CAS project governance and processes, developing and maintaining project plans and documentation.
- > Manage funding agreement (between Citizens Advice Scotland and the funders), and the grant agreements (between Citizens Advice Scotland and participating bureaux), ensuring the delivery of project objectives are on time and within budget, and addressing any problems which arise
- > Develop and maintain constructive relationships with key stakeholders via ongoing communication/consultation, including with the Citizens Advice Network in Scotland.
- > Develop mechanisms to monitor local delivery and share good practice
- > Co-ordinate the overall quality management of the service including continuous improvement following agreed processes for the project
- > Overseeing the marketing of the service, ensuring this meets any branding requirements, and makes efficient promotional use of available contact databases, partner networks (including local authorities) and media contacts
- > Producing accurate and timely statistics and information on the project which meet the needs of funders and other stakeholders
- > Produce accurate and timely reports, statistics and information on the project which meet the needs of funders, partners and the Network
- > Establishing / participating in project advisory groups at different levels as required
- > Managing the project budget with awareness of the project financial model and payment schedule, in line with delegated authority
- > Coordinate a project team including those supporting from other functions within CAS and shared project resource
- > Carry out other such duties as may be reasonably requested to support the work of the National Projects Team

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 have a level of autonomy to make decisions about the day to day operational delivery of the service with Lead Project Coordinator and/or National Projects Leadership Team acting as a line of approval in complex or risky issues.
- > The post holder will be able to propose changes to the Project Leadership Team or funders based on knowledge, sound judgement and experience as a core part of the role.
- > Working under the direction of their line manager, 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 will be asked to make recommendations 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 to deal with the issues presented.
- > Ability to solve complex, technical problems e.g. delivering the service in the context of tight timescales whilst ensuring targets are still met

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 of successful project management including execution, ongoing management and close out, to deliver quality services
- > Experience of project change and monitoring project risks, with experience in the use of Management Control and Reporting systems including data analytical tools
- > Experience of building and maintaining external stakeholder relationships
- > Experience of successfully co-ordinating project teams
- > Experience of managing project budgets
- > Experience of managing contracts / agreements
- > Excellent interpersonal, influencing and negotiating skills
- > Excellent written and oral communication skills, including report writing and presentation skills which must be at a standard suitable for high level stakeholders such as funders and CAS Board, with accuracy and attention to detail.
- > Experience of coordinating, planning and prioritising tasks to meet tight schedules and deadlines, working well under pressure with minimum supervision
- > Proficient user of IT, including technology in project planning and reporting

Desirable

- > Experience of PRINCE 2 project management methodologies or similar
- > Experience of EOI and ITT development and submission of bids and tenders with a working knowledge of UK Government and / or Scottish Government PCS systems and processes
- > Knowledge of the work of advice agencies

Additional requirements

- > Some minimal travel may be required within the UK, involving work out with normal office hours and overnight stays

Employee benefits

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



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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)