



Working with us: Project Officer

Job pack – March 2019



Contents

A note from our CEO, Derek Mitchell	3
About Citizens Advice Scotland	4
About the role	5
How to apply	6
Job description	7
Person specification	9
Employee benefits	10

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 60 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.

Find out more at www.cas.org.uk.

About the role

- > **Job title:** Project Officer
- > **Location:** Edinburgh
- > **Hours per week:** 35
- > **Type of contract:** Fixed term until 31 March 2020, with possibility of extension
- > **Appointable salary range:** £18,500 - £20,500 per annum, commensurate with experience
- > **Full salary range:** £18,500 - £22,611 per annum

- > **Closing date:** Friday, 15 March 2019, 12pm
- > **Interviews:** Thursday, 28 March 2019

About the job

Citizens Advice Scotland runs a series of national specialist services as projects which require centralised project co-ordination. The Project Officer will work alongside the rest of the allocated project team, ensuring successful delivery and development where appropriate.

As well as providing project support, the role will oversee the project data systems, ensuring they are operating effectively and qualitative and quantitative data are collected, manipulated and reported on to the required standard and data protection requirements. This will be used to determine how the project or service is performing and inform recommendations and decisions as to future service development and changes affecting advice delivery.

Initially, this role will be allocated to the Help to Claim project. The Help to Claim service will be delivered by the bureau network, providing the advice and support people need to submit their claim for Universal Credit and support them through to their first payment. Citizens Advice Bureaux will employ specialist advisers to deliver the service face to face, through webchat and telephony.

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

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 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 Manager and Project Team
- > Maintain all monitoring, reporting and project plans to ensure operational delivery is tracked against key objectives

Project data systems management

- > Oversee functionality of project data systems to capture, manipulate and analyse data as required and to ensure service consistency across the network
- > Ensure project data systems are compliant with all General Data Protection Regulation (GDPR) requirements, including processing client data deletion requests timely
- > Provide support to key stakeholders to ensure that all statistical data is compiled and reported on to the standard and format required in any linked agreements

Reporting

- > Analyse and interpret data, proactively identifying emerging or potential issues and identify appropriate solutions to ensure the service's operational effectiveness
- > Prepare data 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

Authorities and limitation

- > The post holder holds responsibility for operational elements of service delivery, supporting the Project Manager who has overall accountability
- > Expected to co-ordinate and analyse the majority of key data day-to-day within project parameters
- > Guidance from the Project Manager but considerable freedom in relation to day-to-day activity
- > Outside the normal reporting boundaries of project structure, the post holder will consult with the Project Manager on any variation, delay or threat to the project or any identified solution
- > The post holder will follow Citizens Advice Scotland data processor agreements with Citizens Advice Bureaux and ensure that the authorisation process is followed

Problem solving

- > The type and scope of problems encountered varies on a day-to-day basis, so the post holder must demonstrate flexibility in approach and logical thought processes
- > Resolution of one-off ad hoc problems
- > Problem solving and role complexity will be mostly around capturing and interpreting relevant information and data

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

- > Knowledge and experience of project management / support, including the use of project administration tools and techniques
- > Proven ability to gather and co-ordinate complex data in order to undertake analysis, produce quality reports and formulate recommendations for improvement
- > Ability to apply a logical and analytical approach to work
- > Experience in using data system reporting tools (e.g. Business Objects)
- > 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

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
- > Project management qualification (e.g. PRINCE2)

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



- > **Fresh Fruit:** enjoy a weekly array of complimentary fresh fruit in the office.
- > **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



[@CitAdviceScot](https://twitter.com/CitAdviceScot)



[CitizensAdviceScotland](https://www.facebook.com/CitizensAdviceScotland)

The Scottish Association of Citizens Advice Bureaux – Citizens Advice Scotland. Scottish charity (SC016637) and company limited by guarantee (89892)