



Working with us: Senior Policy Officer (Markets)

Job pack – July 2019



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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.

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

About the role

- > **Job title:** Senior Policy Officer (Markets)
- > **Location:** Edinburgh
- > **Hours per week:** 35
- > **Type of contract:** permanent
- > **Appointable salary range:** £27,810 - £30,000 per annum, commensurate with experience
- > **Full salary range:** £27,810 - £33,990 per annum

- > **Closing date:** Friday, 19 July 2019, 12pm
- > **Interviews:** Friday, 26 July 2019

About the job

The Impact team at Citizens Advice Scotland seeks to achieve positive change through two main routes:

- > Informing and empowering individuals to take action through information, education and campaigning
- > Changing policy, practice and law

We work with governments, regulators and business at a UK and Scottish level on improving areas of particular detriment, undertake research and deliver awareness and education campaigns.

The Senior Policy Officer (Markets) will be responsible to deliver social change, determining Citizens Advice Scotland's policy positions in the utilities sector in Scotland with a predominant focus on the Water sector.

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

Key responsibilities

- > Develop and deliver projects to deliver social change in the area of responsibility as outlined in the Citizens Advice Scotland Impact Workplan
- > Build and maintain a strong working knowledge of policy issues and be responsible for the development of Citizens Advice Scotland's policy positions on all aspects of the assigned policy area
- > As part of the policy team, build awareness of external policy developments to identify relevant policy issues and advocacy targets to further Citizens Advice Scotland's strategic priorities
- > Build and maintain effective relationships with stakeholders in the relevant policy area, including politicians, senior government officials, regulators, other voluntary organisations, academia and business
- > Ensure work delivered is rooted in the experiences of people living in communities across Scotland, including those seeking information and advice through the Citizens Advice network
- > Engage Citizens Advice network appropriately with the work and provide support and development for the network that adds value
- > Ensure that work undertaken is in line with the Impact Framework, and the correct tactics are selected for the delivery of the outcomes allocated to specific projects; these include: research, policy development, advocacy, campaigning, working with the network and communications
- > Assume responsibility for ensuring the successful delivery of the assigned projects on time and on budget and report regularly on progress to the relevant Policy Manager
- > Work to a high standard producing outputs such as reports, consultation responses, briefings and other submissions. Items delivered should be of a high quality and reflective of the Citizens Advice Scotland and bureaux' brands, as well as being appropriate, evidence-based, timely, relevant
- > Contribute to creating an innovative, fast paced, supportive team culture which builds greater individual accountability by proactively contributing ideas and taking responsibility for the delivery of work and own personal development
- > Undertake the delivery of Workplan activities where required, including:
 - o Analyse qualitative and quantitative data from a wide range of sources including the case recording system, in order to produce regular evidence-

based, high quality reports and content to inform policy development, raise issues of concern, identify trends and new areas of need and undertake advocacy

- Respond to consultations, prepare written briefings for politicians, give oral evidence at parliamentary committees and prepare submissions to Scottish and UK Parliaments promoting Citizens Advice Scotland policy positions
- Produce research in the interests of Citizens Advice Bureaux' clients / current and future consumers, using a range of different methodologies
- Work closely with colleagues to develop and deliver campaigns and communications materials that effectively further Citizens Advice Scotland's objectives, and promote the development of capacity for local policy work in bureaux
- Be an ambassador for Citizens Advice Scotland, carrying out media interviews as required, and speaking at relevant events to promote Citizens Advice Scotland's policy positions
- Develop and nurture external partnerships
- Prepare papers and participate in the Policy Forum as required

Accountability and Decision Making

- > Responsible for determining Citizens Advice Scotland's policy positions in their policy area, based on evidence and subject to sign off by the Policy Manager and Strategic Lead
- > Has autonomy to formulate new projects, and represent the organisation (either in the media or in other public settings) in their policy area, as designated by the Policy Manager or Strategic Lead
- > Alongside the Policy Manager, provides expert insight and advice in their policy area
- > Responsibility for delivery of work assigned to them by the Policy Manager on time and within allocated budget
- > Responsibility for managing projects and pieces of work for their policy area independently, with minimal supervision

Problem Solving and Complexity

- > Problem solving and role complexity will be mostly around analysing the potential impact of changes in policy practice and legislation
- > Expected to manage multiple and competing projects and to prioritise effectively within the parameters of the Impact Workplan

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, including any associated regulations
- > Analytical thinker with an ability to generate policy positions and advocacy plans
- > Demonstrable experience of influencing external policy/decision making
- > Experience of analysing policy documents and writing reports outwith academic studies
- > Experience of liaising with parliamentarians in both private and public meetings
- > Thorough knowledge of policy making spaces at UK and Scottish level coupled with political acumen
- > Ability to effectively interpret quantitative and qualitative data
- > Excellent written and oral communication skills including:
 - An ability to analyse complex material and present the results in a clear and concise easy to understand and accessible manner
 - An ability to effectively represent the views of the organisation to internal and external audiences
- > Good judgement and ability to work independently and manage own workload while remaining alert to the need to consult with and update senior staff as appropriate
- > Ability to work as part of a complex team and equally to take the initiative and work with minimal supervision

Desirable

- > Experience of working with the media
- > Experience of managing research projects outwith academic studies
- > Knowledge of the voluntary and/or advice sectors

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



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[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)