



Working with us: Senior Project Manager

Job Pack – April 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:** Senior Project Manager
- > **Location:** Edinburgh or Glasgow office with options for blended working
- > **Hours per week:** 35 hours per week
- > **Type of contract:** Permanent
- > **Appointable salary range:** £34,840 - £39,000 per annum, commensurate with experience
- > **Full salary range:** £34,840 - £42,583 per annum

- > **Closing date:** 12 May 2022, 5pm
- > **Interviews:** TBC

About the job

Citizens Advice Scotland is responsible for developing, implementing, and managing a series of projects which enable and support various national specialist services. The Senior Project Manager will have direct responsibility and accountability for the delivery of assigned projects from inception through to the successful operational running and where applicable exit and close out.

This includes identifying resources required, planning the work to realise the expected benefits as well as managing dependencies, workloads, and timetables. The role will coordinate the execution of work to help individuals deliver their part consistently and effectively, whilst managing change and risks through proactive performance monitoring, contingency planning, and formulating exit strategy processes.

The Senior Project Manager also has an element of oversight and co-ordination across the active projects portfolio and assists each team with project planning and management; including but not limited to governance and controls, communication and engagement, performance, and risk management.

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. Since the beginning of the COVID-19 crisis the majority of CAS staff have been working from home, but we have now started a transition back to the office and expect all staff to be attending the office in some capacity from the end of May 2022. CAS have introduced a blended working policy to allow our employees to balance their time attending the office with time working from home, and the number of days you will be expected to attend the office each week can be discussed as part of the recruitment process. Candidates should be prepared to attend the office on their first day for an induction, and to attend the office thereafter as required.

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 Project Manager
- > **Responsible to:** Head of Programmes
- > **Line manager responsibility:** Yes
- > **Budget responsibility:** Yes

Key responsibilities

- > Oversee and co-ordinate the successful delivery of different projects on time, within budget, in accordance with the commercial and financial terms and to the required standard
- > Plan for and secure all the necessary delivery resource required based upon the goals and needs of the projects and their interdependencies
- > In line with business requirements develop clear and actionable deliverables or activities to be completed, ensuring that all project needs, and priorities are met
- > Plan, monitor and oversee projects through all phases of the project lifecycle to time, cost and quality indicators, holding owners accountable for their commitments
- > Work with project teams to create schedules and implementation plans, effectively communicating these to drive accountability and awareness
- > Assist teams with individual project development and detailed planning, co-ordinating and overseeing activities and ensuring that work is progressing to expectations
- > Proactively search out, manage, and address risks or weaknesses to ensure the projects meet quality standards and are completed on time and in budget
- > Manage, track and report on project deliverables, risks, budget and business case providing a real-time, comprehensive and prioritised view of all work streams
- > Adapt plans and proactively manage change based on evolving needs, conditions or issues that may arise and ensure successful delivery through contingency planning
- > Develop and deploy best practices to improve project performance and efficiency, identify lessons learned and driving continuous improvement,
- > Enable communication, engagement and visibility at all levels of the Citizens Advice network and with external parties, ensuring a focus on customer experience throughout the full lifecycle of the project
- > Manage and engage with key stakeholders, ensuring the highest quality of communications and collaboration to support facilitation across existing and future projects
- > Identify, evaluate, and communicate planned exit strategy processes to ensure successful operational running

- > Lead the project team by example, motivate the team and create a collaborative environment
- > Deputises for the Head of Programmes along with the Senior Project Support Lead

Accountability and Decision Making

- > Accountable for the management and successful delivery of projects, as assigned, each with varying priority, timelines, and resource requirements
- > Accountable for implementation and maintenance of a coherent and effective communication and engagement plan across all projects within the National Projects Programme and involving all stakeholders.
- > Expected to make complex decisions and represent Citizens Advice Scotland, as well as managing stakeholder expectations, on a day to day basis in their area of expertise
- > Seen internally as the expert on their allocated projects. Providing operational advice and guidance to senior management and being a key decision maker in these matters.
- > The post holder should work autonomously and require minimal support and guidance from Senior Management colleagues, only referring on unusual or unprecedented issues.
- > Responsible for ensuring all the necessary governance and controls have been established for all projects within the National Projects Programme.

Problem solving and Complexity

- > Expected to manage a large number of complex issues and competing priorities, working within tight timescales
- > Required to use judgement and expertise to reach decisions that are in line with Citizens Advice Scotland's values and strategic aims
- > Problems will typically require significant investigation, interpretation, exploration, and analysis
- > Expected to solve most problems without support, referring to Head of Programmes only in cases of unusual or unprecedented issues.

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

- > A track record in successfully managing and delivering large scale projects within a programme or portfolio management context, including project planning, monitoring, resource and financial management
- > Experience and understanding of all aspects of project management throughout the project lifecycle including project concept development, project start-up and implementation, exit and close out including transition planning, effective project performance monitoring and reporting, project resource management including functional support
- > Demonstrable understanding of project risk, change management and performance monitoring and reporting
- > Good understanding of project governance at the project, programme and organisational levels both internally and with funder,
- > Excellent written and oral communication skills with an ability to summarise complex information with clarity, brevity, and speed to engage with a wide audience
- > Excellent stakeholder management and influencing skills with the ability to, develop, implement and manage effective communications planning and engagement in order to enable interface at all levels
- > Experience of budgeting and financial planning
- > Ability to generate innovative and different approaches to project delivery
- > Sound time management and ability to work to deadlines and prioritise work effectively
- > The ability to think strategically and analytically, with sound decision making skills
- > Awareness that the Citizens Advice service users are at the heart of everything we do.

Desirable

- > Professional qualifications, such as PRINCE 2, PMP or equivalent
- > Knowledge of the voluntary sector and the work of Citizens Advice Scotland.

Additional requirements

- > Willingness and ability to travel within Scotland and occasionally within the rest of the UK involving work out with normal office hours and overnight stays
- > Understanding of and commitment to the aims and principles of the Citizens Advice service

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