



# Working with us: Project Manager (Data)

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Job Pack – October 2022



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## A note from our CEO, Derek Mitchell

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“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

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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](http://www.cas.org.uk).

## Employee Benefits

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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

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- > **Job title:** Project Manager (Data)
- > **Location:** Edinburgh (with options for Blended Working)
- > **Hours per week:** 35
- > **Type of contract:** Permanent
- > **Job level and Salary Scale:** £31,482 - £38,479 per annum (Level 5), commensurate with experience + great benefits

\*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:** 23 October 2022
- > **Interviews:** 09 November 2022

## About the job

The Project Manager (Data) is responsible for ensuring that the action plan produced by Citizens Advice Scotland's external Data Protection Officer is implemented. They will also work with senior management in CAS to develop to a culture of continuous improvement in relation to data management within the organisation and the network of Citizens Advice Bureaux in Scotland. They will also line manage our data quality officers and work with them to deliver improvements in our data recording, records management and overall data governance.

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

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To apply for this role, please send completed copies of the **Personal Details Form**, along with your current **CV** to: [recruitment@cas.org.uk](mailto: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](mailto:equalitymonitoring@cas.org.uk)



## Job description

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- > **Position:** Project Manager (Data)
- > **Responsible to:** Head of Governance
- > **Line manager responsibility:** Yes
- > **Budget responsibility:** Yes

### Key responsibilities

- > Project manage the implementation of an action plan produced by our external Data Protection Officer which sets out a clear roadmap to delivering best practice in data protection for Citizens Advice Scotland.
- > Work with our external Data Protection Officer to ensure that we have all required policies and procedures relating to personal data management in place across CAS and our network
- > Work with the wider data quality team to deliver improvements in our data recording, records management and overall data governance.
- > Work with senior management in CAS to develop to a culture of continuous improvement in relation to data management within the organisation and the network of Citizens Advice Bureaux.
- > Communicate CAS data policy and decisions across CAS and the network of Citizens Advice Bureaux.
- > Work with data quality officers to develop a programme of guidance and training to all staff and volunteers on data governance

### Accountability and Decision Making

- > Responsible for implementing the data governance action plan across the CAB network in Scotland, in conjunction with the externally managed DPO service
- > Expected to make complex decisions and represent CAS on a day to day basis in their area of responsibility without immediate recourse to line management.
- > Act as the main point of contact on data, providing advice to Citizens Advice Scotland staff on data protection policies and processes, or sign-post to senior management or the Data Protection Officer where necessary.
- > The post holder should work autonomously and require support and guidance from the Head of Governance, Strategy, Performance and Risk only on significant or important issues

### Problem solving and Complexity

- > Expected to manage the implementation of an action plan across a complex organisation, and identify potential solutions to barriers where they arise



- > Expected to be able to assess data, manage and find solutions to complex and technical problems.
- > Able to understand the complex risks related to data protection and identify situations where input from the Data Protection Officer is necessary
- > Many issues being dealt with will be unprecedented or unusual and the post holder will be required to solve problems where no existing precedent is set.

The above job description is not exhaustive and is clarified to include broad duties inherent in the post.

## Person specification

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### Knowledge, skills and experience

#### Essential

- > Demonstrable working knowledge of the General Data Protection Regulations (GDPR) principles
- > Previous experience in a role working with data, data compliance or a comparable area of work
- > Ability to analyse statistical data and communicate findings in a clear and concise way
- > Experience in project management and delivering outcomes
- > Experience of coordinating, planning and prioritising tasks to meet tight schedules and deadlines
- > A proven track record in building and maintaining collaborative relationships at a senior level with a range of internal and external stakeholders, demonstrating strong interpersonal, networking, negotiating, persuasion and influencing skill
- > Well-developed written and oral communication skills with the ability to clearly articulate messages to a variety of audiences and influence others towards a common goal or vision
- > Understanding of a non-profit making, charitable and membership-based organisation in Scotland or rest of UK.
- > Demonstrable commitment to working as part of a team and developing colleagues.
- > Competent IT skills (experience of emailing, word processing, case management systems).
- > Excellent organisational skills
- > Accuracy and attention to detail
- > Proven commitment to learning and continuous professional development

#### Desirable

- > Experience of supporting data protection compliance and expertise in the General Data Protection Regulations (GDPR)
- > Experience of working in a membership organisation
- > Experience of working on data improvement projects
- > Experience of using data to inform performance management and/or policy and communications work
- > Awareness and understanding of current and emerging IT technologies and professional practices

[www.cas.org.uk](http://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)