



Working with us:

Strategic Lead (Social Justice)

Job Pack – August 2023



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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.

Employee Benefits

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**
- > **Flexible working opportunities for everyone**
- > **Flexitime system**
- > **Blended/Hybrid Working**
- > **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.
- > **Annual On-site Employee Health Checks**
- > **Employee Counselling Service**

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.
- > **Independent Financial Advice**
- > **Access to Employee Benefits/Discounts:** including special offers, discounts and deals from over 200 suppliers

Other benefits



- > **Generous Maternity, Adoption and Paternity Pay**
- > **Enhanced occupational Sick Pay**
- > **Family Friendly Policies and Support**
- > **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.
- > **Paid time off to volunteer**
- > **Learning and Developing Opportunities for all**

About the role

- > **Job title:** Strategic Lead (Social Justice)
- > **Location:** Edinburgh/Glasgow office with options for blended working
- > **Hours per week:** 35
- > **Type of contract:** Permanent
- > **Job Level and Salary Scale:** (Level 7) £46,314 - £56,606 per annum*, commensurate with experience

*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:** Sunday, 10 September 2023, 5pm
- > **Face to face Interviews:** Tuesday, 19 September 2023

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 to improve areas of particular detriment, undertake research and deliver awareness and education campaigns.

The Impact Team spans the research, policy development, advocacy and communications, and campaigns functions. This role is part of the Senior Leadership Team and will lead a change agenda across one of four areas: Social Justice, Financial Health, Strong Communities and Fair and Simple Markets.

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

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:** Strategic Lead (Social Justice)
- > **Responsible to:** Director of Impact
- > **Line manager responsibility:** Yes
- > **Budget responsibility:** Yes

Key responsibilities

- > Reporting to the Director of Impact, the Strategic Lead will shape and co-ordinate a policy and advocacy strategy and delivery plan for a specific area that underpins the organisation's strategy.
- > Lead on achieving change through the development of new research, analysis and policy, including commissioning, writing and researching policy.
- > Design and implement advocacy strategies to influence decision-makers and build powerful partnerships for change
- > Build relationships at all levels of government(s), with regulators, opinion formers and make a measurable impact on the organisation's reputation in the UK and Scotland.
- > Contribute to the ongoing sustainability of CAS and the CAB network, by creating business development opportunities, aligned to the organisational strategy.
- > As part of the Impact Senior Leadership Team, responsible for creating a culture of collaboration and innovation
- > Work closely with the Communications team to deliver public-facing activities to educate and inform, campaign for change or shift public perception on issues.

Accountability and Decision Making

- > Accountable for overall success in setting and delivering the strategy and change agenda in their area
- > Accountable for ensuring spend and resourcing aligns with strategic objectives for their team
- > Responsible for overall decision making in their area of expertise.
- > Provides strategic leadership to the team on their area of expertise.

Problem solving and Complexity

- > Expected to manage a large number of complex issues and competing priorities
- > Required to use judgement and expertise to reach decisions that are in line with CAS values and further our strategic aims.
- > Problems will typically need significant investigation, interpretation, exploration and analysis.

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

- > Significant experience working in in policy development, advocacy or a public affairs environment
- > Proven experience of operating at a senior level with clear evidence of people management and development
- > A sound understanding of UK and Scottish public policy making processes.
- > Excellent interpersonal skills and an ability to develop strong working relationships with multiple stakeholders at a senior level, including governments, regulators, industry and third sector.
- > The strategic lead must be credible and comfortable communicating and influencing senior stakeholders up to Government ministerial level at Westminster and Holyrood.
- > Experience of acting as a lead spokesperson, comfortable in front of a camera, microphone and have a clear, confident and articulate speaking and writing style.
- > Confident working in a multi-disciplinary environment: with media, campaigns, digital and research colleagues.
- > Able to demonstrate excellent leadership qualities, credibility and a strong focus in achieving organisational goals.
- > Able to work under pressure, and deal with a range of competing demands.
- > Flexible in your approach and willing to take on other work as the organisation and external agenda evolves.

Desirable

- > Knowledge and experience of delivering social change through a number of routes, including policy development, advocacy, campaigning and public information, and recognise which routes to use to effect change.

Additional requirements

- > Regular travel within the UK will be required.
- > Given the public nature of this post, evening and weekend working is likely to be required on occasion.

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)