

Citizens Advice Scotland Welfare Reform Mitigation Project Support Officer Job Description



Position:	Welfare Reform Mitigation Project Support Officer
Term:	Fixed term, initially until March 2019
Location:	Edinburgh
Responsible to:	Welfare Reform Mitigation Projects coordinator
Line manager responsibility:	None
Budget responsibility:	No
Date:	July 2018

Main Purpose of Job:

The main purpose of the role is to co-ordinate and collect data about the activity of welfare reform mitigation project; maintaining databases and web pages; supporting the collation of statistics; and provide general administrative support. Additionally, the postholder will be responsible for maintaining communication between the project and bureau managers and provide advice, information and support for the effective delivery of the welfare reform mitigation service.

The post holder should be able to work out with office hours if necessary on appropriate notice.

Key Responsibilities:

- ✚ Circulate emails to Advisers and bureau managers with information relevant to the Welfare reform mitigation project, ie newsletters, updates from CAS.
- ✚ Provide operational support to the Advisers by assisting with any queries relevant the Welfare reform mitigation project.
- ✚ Encourage Advisers and CAB managers to share questions, best practice and ideas to improve the service.
- ✚ Assist the Welfare reform mitigation project National Coordinator to maintain reporting, statistics and management information.
- ✚ Maintain and update any communications on the website as appropriate.
- ✚ Ensure any changes to the Welfare reform mitigation project recording data are maintained appropriately.
- ✚ Maintain and update templates for the compilation of statistical data and reports.

- ✚ Support Advisers, administrators and managers to gather and correct statistical data from bureaux.
- ✚ Ensure the data from bureaux are consolidated to provide quarterly and annual figures for local and national reports.
- ✚ Prepare local and national statistical reports for the Scottish Government and other bodies with accurate and up-to-date information on the work of Scottish bureaux.
- ✚ Provide additional statistical information, as required.
- ✚ Plan, organise and deliver any Welfare reform mitigation project events, as appropriate, to Advisers, and bureau administrators / tutors / managers.
- ✚ Assist the Welfare reform mitigation project National Coordinator to organise training days, including booking venues, lunches, creating and distributing attendees lists agendas and feedback forms.
- ✚ Administration for the Development team, as required.
- ✚ Distribute marketing materials to bureaux and stakeholders as requested.
- ✚ Carrying out any other such duties as may be reasonably requested by the Welfare reform mitigation project National Coordinator.

The above job description is not exhaustive and is clarified to include broad duties inherent in the post. Evaluation and development of this post may, in time, indicate a need to revise duties herein.

Person Specification:

Knowledge, Skills and Experience
<p><i>Essential:</i></p> <ol style="list-style-type: none"> 1. Excellent user of Excel. 2. Excellent written and oral communication skills evidenced via report writing. 3. Excellent planning and organising skills. 4. Ability to work on own initiative. 5. Effective team worker. 6. Ability to develop good working relationships with a wide range of colleagues and external organisations. 7. Proficient user of IT, in particular Word; the internet and email. 8. Ability to work well under pressure with minimum supervision. <p><i>Desirable:</i></p> <ol style="list-style-type: none"> 1. Knowledge of the voluntary sector. 2. Data Analytical ability.