



Working with us: Programme Manager

Job pack – June 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:** Programme Manager
- > **Location:** Edinburgh
- > **Hours per week:** 35 hours per week
- > **Type of contract:** Fixed term 1 year with possible extension
- > **Appointable salary range:** £41,756 - £48,000 per annum, commensurate with experience
- > **Full salary range:** £41,756 - £51,035 per annum

- > **Closing date:** Sunday, 30 June 2019, 5pm

- > **Interviews:** Monday, 22 July 2019

About the job

Citizens Advice Scotland runs a series of national specialist services as projects which require centralised project co-ordination. The Programme Manager will have direct responsibility and accountability for the delivery of multiple projects from inception through to the successful operational running.

This includes identifying resources required, planning the work to realise the expected benefits as well as managing dependencies, workloads and timetables. The role will co-ordinate the execution of work to help individuals deliver their part consistently and effectively, while establishing risks, contingency planning and formulating exit strategy processes.

The Programme Manager also has an element of oversight and co-ordination between the different projects and assists each team with project planning and management.

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:** Programme Manager
- > **Responsible to:** Director of Customer Journey
- > **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 grant agreement and to the required standard
- > Plan for and secure all the necessary delivery resource based on the goals and needs of each project team 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 based on evolving needs, conditions or issues that may arise and ensure successful delivery through contingency planning
- > Develop and deploy of best practices to improve project performance and efficiency, identify lessons learned and driving continuous improvement
- > Enable communication and visibility at all levels of the Citizens Advice network, 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 on the programme
- > Identify, evaluate and communicate sound exit strategy processes to ensure successful operational running
- > Lead the project team by example, motivate the team and create a collaborate 'can do' environment

Accountability and Decision Making

- > Accountability for the oversight and successful delivery of multiple projects, each with varying priority, timelines and resource requirements
- > Authority and responsibility to develop strategy into workable projects and allocate resources to deliver these
- > Direct accountability for stakeholder expectations to ensure that all necessary resources and contributors are fully behind the delivery
- > Ensure necessary governance and controls are in place to ensure successful delivery, and ensure adherence to project delivery framework

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 Citizens Advice Scotland's values and 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

- > A track record in successfully managing and delivering large-scale projects and/or programmes, including project planning, monitoring and resource management
- > Experience and understanding of all aspects of project monitoring in the project life cycle including: log frame design, project start-up, project monitoring practice, oversight and capacity support to project teams
- > Good understanding of project governance and change management principle
- > Excellent written and oral communication skills with the ability to summarise complex information with clarity, brevity and speed to engage with a wide range of people
- > Excellent stakeholder management and influencing skills with the ability to interface at all levels
- > Excellent knowledge of business processes, key trends and value drivers and the ability to use this knowledge to generate or influence new ideas to optimise effectiveness
- > Strong leadership and communication skills to work with cross functional teams to meet internal and external commitments
- > Experience of budgeting and financial planning
- > Ability to generate innovative and different approaches to project delivery
- > Sound time management with ability work to deadlines and prioritise work effectively
- > The ability to think strategically and analytically and sound decision making skills
- > Awareness that Citizens Advice service users are at the heart of everything we do

Desirable

- > Professional qualifications, such as PRINCE2, PMP or equivalent qualifications
- > 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
- > Understanding of and commitment to equality and the positive value of diversity

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