



# Working with us:

## Policy Manager (Financial Health)

---

Job pack – June 2020



## Contents

---

<b>A note from our CEO, Derek Mitchell</b>	<b>3</b>
<b>About Citizens Advice Scotland</b>	<b>4</b>
<b>About the role</b>	<b>5</b>
<b>How to apply</b>	<b>7</b>
<b>Job description</b>	<b>8</b>
<b>Person specification</b>	<b>11</b>
<b>Employee benefits</b>	<b>12</b>

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

## About the role

---

- > **Job title:** Policy Manager (Financial Health)
- > **Location:** Edinburgh\*
- > **Hours per week:** 35 hours per week
- > **Type of contract:** Permanent
- > **Appointable salary range:** £30,714 - £32,500 per annum, commensurate with experience
  
- > **Full salary range:** £30,714 - £37,540 per annum
  
- > **Closing date:** Monday, 13 July 2020, 5pm
- > **Remote Interviews via Microsoft Teams:** Tuesday, 28 July 2020

## 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 on improving areas of particular detriment, undertake research and deliver awareness and education campaigns.

Policy Manager (Financial Health) contributes to transform our debt advice delivery and ensures that those experiencing debt get the advice that they need and have a voice in shaping national policy in this area. We know that COVID-19 will mean that more people than ever are likely to experience money and debt issues and our ambition is to be the leading advice agency in this field. The delivery of debt advice is evolving, creating an unprecedented opportunity to tailor debt advice services to the needs of Scottish citizens and we want the bureaux service to be at the forefront of this.

At a time when the economic effects of COVID 19 are challenging the finances of many people, families and households across the country, this is an excellent opportunity for you to play a part in helping those affected by the financial impact of the pandemic and beyond.

As a Policy Manager (Financial Health) you will lead and manage a team dedicated to improving the policy, processes and practices of key stakeholders whose decisions and actions impact on the financial well-being of people, particularly where people suffer detriment. You will be responsible for managing the work plan, developing policy

positions, directing the policy outputs of team members, advocating for change, raising awareness, undertaking research, and empowering people to make informed choices about their financial situation.

We are looking for someone who is highly motivated, can lead with drive and enthusiasm, able to efficiently manage a work programme of activity, and play a key role in a team dedicated to making positive change to the lives of people in Scotland.

\*This role is normally based in our Edinburgh office. As a result of the COVID-19 crisis, all Citizens Advice Scotland staff are currently working from home and we would therefore expect the successful candidate would be required to work from home initially. Re-opening our offices will be carefully planned and managed in accordance with the latest Scottish Government guidance and public health advice. Candidates should be prepared to work from home initially, but be aware that attendance at the normal office base will be required in future. We are currently reviewing our home working policy in response to the COVID-19 crisis and ongoing opportunities to work from home can be discussed with the successful candidate at offer stage.

### **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](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

---

- > **Position:** Policy Manager (Financial Health)
- > **Responsible to:** Strategic Lead
- > **Line manager responsibility:** Yes
- > **Budget responsibility:** Yes

### Key responsibilities

- > Develop and deliver a plan of work to deliver social change in area of responsibility, taking into account the strategic direction set by the Impact Senior Leadership team, the broad context of policy, people's issues and the Citizens Advice network in Scotland's services in this area
- > Build and maintain a strong working knowledge of policy issues and be responsible for the development of Citizens Advice Scotland policy positions on all aspects of their assigned policy area. Monitor external policy developments to identify relevant policy issues and advocacy targets to further Citizens Advice Scotland strategic priorities
- > Build and maintain effective relationships with stakeholders in the relevant policy area, including politicians, senior government officials, regulators, other voluntary organisations, academia and business in order to build optimum conditions for successful advocacy of Citizens Advice Scotland policy positions
- > Ensure the team delivers work rooted in the experiences of people living in communities across Scotland, including those seeking information and advice through the Citizens Advice network in Scotland
- > Engage the Citizens Advice network in Scotland's s appropriately in area of responsibility and provide support and development for the network that adds value
- > Using the impact framework, work with the team to develop a wide range of strategies for delivery of social change including: research, policy development, advocacy, campaigning, working with the network and communications
- > Assume responsibility for ensuring the successful delivery of allocated deliverables on time and on budget and work with the Co-ordination and Planning Manager to ensure effective co-ordination of and reporting on all work relating to area of responsibility
- > Manage budget and staffing for the delivery of your workplan area, working effectively with Co-ordination and Planning manager to effectively use shared resources available
- > Play an active role in developing and embedding the new operating procedures for the Impact Team and ensure the team works using the new processes and schedules



- > Oversee quality of team deliverables such as reports, consultation responses, briefings and other submissions delivered are of a high quality and reflective of the Citizens Advice network in Scotland's brands, ensuring outputs are: appropriate, evidence-based, timely, relevant
- > Manage and develop the team including matrix management of pooled policy officers, ensuring high performance, and encouraging personal development and the timely achievement of annual work objectives
- > Take an active role in creating a supportive, collaborative, fast-paced and innovative organisational culture
- > Policy Managers will also need to undertake the delivery of workplan activities where required, including:
  - Analyse qualitative and quantitative data from a wide range of sources including the bureaux case recording system, in order to produce regular evidence-based, high quality reports and content to inform policy development, raise issues of concern, identify trends and new areas of need and undertake advocacy
  - Respond to consultations, prepare written briefings for politicians, give oral evidence at parliamentary committees and prepare submissions to Scottish and UK Parliaments promoting Citizens Advice Scotland policy positions
  - Produce research in the interests of bureaux clients/current and future consumers, using a range of different methodologies
  - Work closely with colleagues to develop and deliver campaigns and communications materials that effectively meet further Citizens Advice Scotland policy advocacy objectives, and promote the development of capacity for local policy work in bureaux
  - Be an ambassador for Citizens Advice Scotland, carrying out media interviews, and speaking at relevant events to promote Citizens Advice Scotland' policy positions
  - Develop and nurture external partnerships
  - Prepare papers and participate in the Policy Forum as required
  - Undertake such other duties as may reasonably be requested

### **Accountability and Decision Making**

- > Overall responsibility for the operational delivery in their policy area of responsibility, with strategic direction provided by the Strategic Lead
- > Expected to make decisions on a day to day basis involving policy position, delivery of strategy, and to represent the organisation on their policy area, with support and guidance from the Strategic Lead only where required
- > An expert in their policy area and will provide operational advice and guidance to the team

### **Problem solving and Complexity**

- > Expected to manage complex issues such as analysing the potential impact of changes in policy practice and legislation on bureau clients, the service and the people of Scotland
- > Analyse quantitative and qualitative evidence to a high standard
- > Problems will typically need significant investigation, interpretation, exploration and analysis, support is available from the Strategic Lead when required

*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

- > Relevant degree or equivalent professional experience or qualification
- > Significant experience in a similar role at managerial level
- > Demonstrable knowledge and understanding of relevant policy areas across the UK and Scotland, including any associated regulations
- > Analytical thinker with an ability to generate and lead on policy positions and advocacy strategies
- > Experience of managing teams
- > Demonstrable experience of influencing external policy/decision making at a senior level
- > Experience of analysing policy documents and writing reports outwith academic studies
- > Experience of liaising with parliamentarians in both private and public meetings
- > Demonstrable knowledge and understanding of relevant policy areas across the UK and Scotland, including any associated regulations
- > Thorough knowledge of policy making spaces at UK and Scottish level coupled with political acumen
- > Ability to effectively interpret quantitative and qualitative data
- > Excellent written and oral communication skills including:-
  - An ability to analyse complex material and present the results in a clear and concise easy to understand and accessible manner
  - An ability to effectively represent the views of the organisation to internal and external audiences
- > Good judgement and ability to manage own workload while remaining alert to the need to consult with and update senior staff as appropriate
- > Ability to work as part of a complex team and equally to take the initiative and work with minimal supervision

#### Desirable

- > Experience of working with the media
- > Knowledge of the voluntary and/or advice sectors

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



[@CitAdviceScot](https://twitter.com/CitAdviceScot)



[CitizensAdviceScotland](https://www.facebook.com/CitizensAdviceScotland)

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