



Working with us:

Network Engagement Officer 2x

Job pack – July 2020



Contents

A note from our CEO, Derek Mitchell	3
About Citizens Advice Scotland	4
About the role	5
How to apply	7
Job description	8
Person specification	10
Employee benefits	12

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:** Network Engagement Officer (National Projects)
- > **Location:** Edinburgh/Glasgow
- > **Hours per week:** 35 hours per week
- > **Type of contract:** Fixed Term (31 March 2021)
- > **Appointable salary range:** £25,956 - £28,000 per annum, commensurate with experience
- > **Full salary range:** £25,956 - £31,724 per annum

- > **Closing date:** Wednesday, 22 July 2020, 8pm
- > **Remote Interviews via Microsoft Teams:** Thursday, 30 July 2020

About the job

The Network Engagement Officer (National Projects) works as an integral part of the national projects team, with their primary role being to support the execution and delivery of the Help to Claim (Universal Credit) project through proactive engagement, communication, planning and reporting with key stakeholders and participating member organisations of Citizens Advice Scotland.

The role will ensure both external and internal stakeholders are communicated with regularly, effectively and in an engaging way, particularly on matters relating to project delivery, management of project change and risks, continuous improvement and Quality Assurance as well as contract management and management control and reporting requirements. The role will foster a team culture and support the National Projects and in particular the Help to Claim Teams to communicate and engage stakeholders effectively on all national projects related matters.

This exciting and varied role will require you to work collaboratively as a member of a dynamic established team ensuring that the project runs smoothly and effectively on many levels including leading on or contributing to:

- Ongoing improvement of business/operational/quality assurance processes in collaboration with Citizens Advice Scotland staff and bureaux.
- Effective communication within Citizens Advice Scotland and externally to bureaux and key external stakeholders. This includes potential marketing campaigns across a range of channels: Social media, online etc.

- Ongoing engagement with bureaux to collate key data both for internal use and for sharing with the Department of Work and Pensions (DWP) who is the projects key funder.
- Involvement in promoting best practice and improvement to business processes through training and engagement sessions with front line advisors.
- Project Management processes: developing grant agreements, tendering documents etc.
- Contract Management and Positioning Planning with the key funder and key stakeholders.
- Supporting the Help to Claim Manager in data collection in reporting back to the key funder.

*Help to Claim is a UK wide project that offers support to new claimants making their claim through to receiving their first payment.

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:** Network Engagement Officer
- > **Responsible to:** HTC Project Manager
- > **Line manager responsibility:** No
- > **Budget responsibility:** No

Key responsibilities

- > Use of a variety of mechanisms, channels and tools to engage and communicate with stakeholders, thereby helping to support the implementation and development of the Help to Claim project.
- > Work closely with Citizens Advice Scotland colleagues across various departments to improve project performance in all areas: quality assurance, training, IT, social policy etc.
- > Continuously engage in information gathering and feedback activities with member organisations of Citizens Advice Scotland, including:
 - reviewing the delivery of the project
 - gathering feedback from the local bureaux about how national and regional services are performing
 - Proactively identifying emerging or potential issues and take appropriate action
 - Share all relevant information gathered as required in a clear and timely manner.
- > Actively share and communicate work being done across the service, encouraging a local bureau to adopt best practice.
- > Secure, develop and maintain effective stakeholder relationships across the local bureaux and with other key stakeholders as required.
- > Raise awareness of and build support for the any relevant service developments and activities.
- > Provide network engagement support and advise to other Citizens Advice Scotland colleagues.

Problem solving

- > Problem solving and role complexity will be mostly around managing challenging relationships and finding solutions where there is no precedent or obvious guidance.
- > Required to work both independently and collaboratively with others to find creative and innovative solutions.
- > Use of influencing, negotiation, persuasion skills to enable the delivery of positive solutions working with a variety of stakeholders.

The above job description is not exhaustive and is clarified to include broad duties inherent in the post and in support of the wider National Projects remit.

Person specification

Knowledge, skills and experience

Essential

- > Proven ability to analyse complex information, make decisions and formulate recommendations quickly, communicating information clearly and accessibly.
- > Excellent interpersonal and communication skills, with proven experience of working collaboratively with stakeholders.
- > Experience delivering communication strategies.
- > An understanding of the different drivers of engagement and the different approaches required for different audiences.
- > Proven ability to influence and negotiate with key stakeholders and colleagues.
- > Proven ability to plan and work effectively under pressure to deadlines.

Desirable

- > Experience in developing and delivering national communication and marketing strategies.
- > Experience in positioning and tendering using Government online Procurement, Contract Services systems.

Other requirements of the role

- > Willingness to travel within the specified geographical area and throughout Scotland as required.
- > Flexibility to attend occasional meetings during evenings or weekends, with the occasional overnight stay if required.

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



[@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)