



Working with us: Policy Officer (Water)

Job pack – January 2021



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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:** Policy Officer (Water)
- > **Location:** Edinburgh*
- > **Hours per week:** **28 hours per week** until **31 March 2022** because of the additional funding and then **21 hours per week**
- > **Type of contract:** Permanent
- > **Appointable salary range:** £24,720 to £28,000 per annum (pro rata), commensurate with experience
- > **Full salary range:** £24,720 to £30,214 per annum (pro rata)
- >
- > **Closing date:** Tuesday, 19 January 2021, 5pm
- > **Interviews:** TBC

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.

The Policy Officer (Water) will be responsible to deliver social change, determining Citizens Advice Scotland's policy positions in the Water sector.

This is an opportunity to be involved in a fast moving and dynamic industry that delivers services to 2.5 million households in Scotland. Scotland's water industry is regulated and its sector vision is committed to putting customers at its heart. Citizens Advice Scotland's role is to represent service users within the domestic and non-domestic market, and to support the development of policy and practices that are designed around their needs.

You will be part of the Water Team at Citizens Advice Scotland and will be allocated specific policy areas within which to conduct research, often in collaboration with other key stakeholders, and advocate on behalf of consumers to secure improved outcomes.

*This role is normally based in our Edinburgh office. As a result of the COVID-19 crisis, all CAS 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

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:** Policy Officer
- > **Responsible to:** Policy Manager
- > **Line manager responsibility:** No
- > **Budget responsibility:** No

Key responsibilities

- > To work as part of a policy team to contribute to developing and delivering social change in line with Citizen Advice Scotland's Impact Framework
- > To develop an excellent understanding of relevant policy issues and have the flexibility to work across different policy areas as required.
- > To support the development of evidence based policy, focused on the interests of citizens and consumers.
- > Working with the Impact Team Managers and Senior Policy Officers, identify potential research projects focused on the interests of citizens and consumers using appropriate analytical frameworks, methods and tools.
- > To analyse qualitative and quantitative data from a wide range of sources in order to produce regular reports to inform policy development.
- > To prepare written materials including research reports, written briefings and policy submissions and consultation responses.
- > Working with the Impact Team Managers or Strategic Leads as required, develops constructive relationships with policy makers, politicians, regulators and other relevant public, private and third sector organisations in order to effectively represent the interests of consumers and clients of the Citizens Advice network in Scotland, and influence change for their benefit.
- > Working with the Impact Team Managers, ensures network engagement in their area of delivery, in conjunction with wider team members.
- > May be required to carry out media interviews, speak at relevant events or provide evidence to parliamentary committees to promote the interests of consumers and clients of the Citizens Advice network in Scotland.
- > To work closely with colleagues across Citizens Advice Scotland, and the wider network, to achieve strategic outcomes.
- > To undertake any other duties as may be reasonably requested by their line manager.

Accountability and Decision Making

- > Will be required to make decisions within broad guidelines and general policies which may need to be adapted to particular circumstances in the absence of detailed policies or procedures
- > Work within policy evidence base to determine CAS's policy response to changes in policy and practice.
- > Responsibility for the delivery of work assigned to them by the Impact Team Managers on time.
- > Working under the direction of the Policy Manager, expected to work with minimal supervision on a day to day basis and use their own judgement and communication skills to respond to emerging events.

Problem solving and Complexity

- > Problem solving and analysis skills required to analyse the potential impact of changes in policy, practice and legislation on current and future consumers, and clients of the Citizens Advice network in Scotland.
- > Ability to analyse quantitative and qualitative evidence to a high standard.
- > Able to plan and deliver strategies that promote the organisation's view and evidence on particular policies and legislation.

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.
- > Demonstrable knowledge and understanding of relevant policy areas across the UK and Scotland (and the EU where relevant), including any associated regulations.
- > Analytical thinker with the ability to identify and work on potential research and policy projects.
- > Ability to effectively interpret quantitative and qualitative data
- > Experience of influencing and external policy/decision making
- > Excellent written and oral communication skills including the ability to analyse complex material and present the results in a clear and concise, easy-to-understand and accessible manner.
- > Good judgement and ability to manage own workload whilst remaining alert to the need to consult with and update senior staff as appropriate.
- > Ability to work as part of a team and equally to take the initiative and work with minimal supervision

Desirable

- > Experience in a similar role
- > Experience of managing research projects.
- > Experience of working in media, government or political environments.

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)