



Working with us:

Project Officer (National Projects)

Job Pack – April 2021



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	11

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.

Citizens Advice Scotland is committed to promoting diversity and inclusion. We offer a range of family friendly, inclusive employment policies and flexible working arrangements to support all our staff. We are also committed to equality of opportunity for all and applications from individuals are encouraged regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships.

Find out more at www.cas.org.uk.

About the role

- > **Job title:** Project Officer (National Projects)
- > **Location:** Edinburgh*
- > **Hours per week:** 35 hours per week
- > **Type of contract:** Fixed Term until 31 March 2022, with possibility of extension.
- > **Appointable salary range:** £19,055 to £21,000 per annum, commensurate with experience
- >
- > **Full salary range:** £19,055 to £23,289 per annum
- >
- > **Closing date:** 10 May 2021, 5pm
- > **Interviews:** 18-19 May 2021

About the job

Citizens Advice Scotland runs a series of national specialist services as projects which require centralised project co-ordination and support. The Project Officer will work alongside the rest of the allocated project team, ensuring successful delivery and development where appropriate.

As well as providing project coordination and support, the role will be responsible for the collation of management information and for the coordination and engagement with key stakeholders as well as assist with the drafting of project reports. This will be used to determine how the project or service is performing and inform recommendations and decisions as to future service development and changes affecting advice delivery.

This role will support a number of projects and therefore a dynamic and flexible individual who can multi task is required. The national projects are delivered by the bureau network, providing the advice and support people need. The Project Officer must have the ability to communicate clearly and to proactively gather information from a wide stakeholder and participation base ensuring deadlines are met.

*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 by **10 May 2021, 5pm**.

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:** Project Officer (National Projects)
- > **Responsible to:** Project Manager / Team Lead
- > **Line manager responsibility:** No
- > **Budget responsibility:** No

Key responsibilities

Project support

- > Provide an effective and efficient project support and administration service to the Project Team
- > Maintain all monitoring, reporting and project plans to ensure operational delivery is tracked against key objectives
- > Provide support to key stakeholders to ensure that all data is compiled and reported on to the standard and format required in any linked agreements

Reporting

- > Collate, analyse and interpret data, proactively identifying emerging or potential issues and identify appropriate solutions to ensure the service's operational effectiveness
- > Prepare reports for relevant stakeholders with accessible, accurate and up-to-date information
- > Formulate recommendations or feedback based on findings, highlighting concerns and improvement areas in an authoritative, but concise way

Authorities and limitation

- > The post holder holds responsibility for operational elements of service delivery, supporting the Project Manager / Coordinator who has overall accountability
- > Expected to co-ordinate and analyse the majority of key data day-to-day within project parameters
- > Guidance from the Project Manager / Coordinator but considerable freedom in relation to day-to-day activity
- > Outside the normal reporting boundaries of project structure, the post holder will consult with the Project Manager / Coordinator on any variation, delay or threat to the project or any identified solution

- > The post holder will follow Citizens Advice Scotland data processor agreements with Citizens Advice Bureaux and ensure that the authorisation process is followed

Problem solving

- > The type and scope of problems encountered varies on a day-to-day basis, so the post holder must demonstrate flexibility in approach and logical thought processes
- > Resolution of one-off ad hoc problems
- > Problem solving and role complexity will be mostly around capturing and interpreting relevant information and data in a timely manner and preparing reports to meet deadlines

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

- > Knowledge and experience of project management, including the use of project administration tools and techniques
- > Proven ability to gather and co-ordinate project information in order to undertake analysis, produce quality reports and formulate recommendations for improvement
- > Ability to apply a logical and analytical approach to work
- > Strong written communication skills, including the ability to communicate complex information clearly, accurately and accessibly to non-specialists
- > Demonstrable influencing and verbal communication skills including managing expectations, monitoring quality levels, resolving issues and building relationships
- > Excellent IT literacy with proven ability to use IT packages, including spreadsheet, word processing and presentation software

Desirable

- > Direct knowledge of, and experience with, advisory services
- > Experience of working within a public or voluntary sector corporate environment
- > Knowledge of the Citizens Advice service

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



- > **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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[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)