



# Working with us: Quality Assurance Officer

Job Pack – May 2021



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## A note from our CEO, Derek Mitchell

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“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

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

## About the role

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- > **Job title:** Quality Assurance Officer
- > **Location:** Edinburgh\*
- > **Hours per week:** 35 hour per week
- > **Type of contract:** Permanent
- > **Appointable salary range:** £25,430 - £28,000 per annum, commensurate with experience
- > **Full salary range:** £25,430 - £31,081 per annum
  
- > **Closing date:** Wednesday, 19 May 2021
- > **Interviews:** Wednesday, 2 June 2021

## About the job

To provide an audit service to Citizens Advice Bureaux enabling them to achieve and maintain the quality standards set out in the Scottish Association of Citizen Advice Bureaux Membership Scheme. This involves the assessment of evidence provided by bureaux, audit visits, completion of quality of advice assessments and submission of written audit reports making recommendations regarding compliance or non-compliance and provision of practical support where necessary.

In addition, to assist Quality Assurance Manager with reviewing and updating the audit process to include changes to legislation and, where necessary, include other relevant organisations' standards to ensure the robustness of the process.

This role offers you the opportunity to work at the heart of supporting Scotland's largest independent advice network and to make an invaluable contribution to citizen's lives.

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

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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) by **19 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](mailto:equalitymonitoring@cas.org.uk)



## Job description

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- > **Position:** Quality Assurance Officer
- > **Responsible to:** Quality Assurance Manager
- > **Line manager responsibility:** No
- > **Budget responsibility:** No

### Key responsibilities

- > Carry out quality of advice assessments for the Citizen Advice Scotland Membership Scheme using the quality of advice assessment tools in-line with agreed guidelines to ensure all member and any probationary member bureaux are working to maintain high standards of advice provision.
- > Provide support and training for the bureaux case assessors to achieve and maintain competence.
- > When required, carry out a gap analysis on behalf of member bureaux that have not complied with the required quality of advice standards, in order to identify specific issues that need to be addressed.
- > Advise the Quality Assurance Manager on any issues with practices and procedures that arise during the quality of advice assessment and which may have an impact upon the overall organisational audit.
- > Contribute to the provision of the audit service to bureaux by carrying out organisational audits of individual bureaux to measure compliance with membership standards.
- > Contribute to identification and analysis of response needed to issues arising from quality audits.
- > Promote effective working relationships with other sections within Citizen Advice Scotland and external bodies to secure equivalence agreements with all relevant quality assurance schemes within the objectives of the Citizen Advice Scotland strategic plan.
- > Where appropriate, provide support and guidance to bureaux applying for accreditation against National Standards for Information and Advice Providers to ensure external recognition of the bureaux service quality.

### **Accountability and Decision Making**

- > The post holder is accountable responsible for undertaking the quality of advice audit process in line with the membership standards, but overall responsibility sits with the Quality Assurance Manager.
- > The post holder is expected to exercise professional judgement in raising any issues that arise during the audit process.
- > The post holder is expected to make decisions within known parameters and make recommendations to the Quality Assurance Manager for consideration in more complex and unprecedented circumstances.
- > The post holder is expected to resolve assigned queries from bureaux and external stakeholders and deal with the majority of queries without needing to refer to the Quality Assurance Manager.

### **Problem solving and Complexity**

- > The post holder will be required to interpret information from a variety of sources to ensure successful audit process and assessment – the majority of cases will be straightforward but, in some circumstances, there may be complex issues to resolve.
- > The post holder is expected to analyse and identify appropriate audit requirements, in line with the membership standard requirements set out by the Association of Scottish Citizens Advice Bureaux for bureaux to allow resulting recommendations.
- > Problem solving and analysis skills required for audit assessments in terms of contributing to recommendations and improvements that are being advised – the majority of these should be straightforward in nature and handled by the postholder, with more complex or difficult instances being escalated to the Quality Assurance Manager.

The above job description is not exhaustive and is clarified to include broad duties inherent in the post.



## Person specification

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### Knowledge, skills and experience

#### Essential

- > Experience in a quality-auditing role
- > Experience of working within established quality standards
- > Demonstrable experience of relationship building and excellent interpersonal skills
- > Experience of driving change and continuous improvement
- > Good oral and written communication skills
- > Good analytical skills
- > Good level of IT literacy (MS Office)
- > Experience of working on own initiative and managing own workload
- > Experience of working as part of an effective team
- > Ability to work to strict deadlines and under pressure

#### Desirable

- > Experience of working within the voluntary sector, either paid or unpaid  
Experience and/or understanding of advice work
- > A recognised audit qualification eg ISO 9001

#### Additional requirements

- > Ability to Travel throughout Scotland and occasionally the rest of the UK (overnight stays may be required)

## Employee benefits

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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](http://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)