

Job Description – Policy Officer



Position	Policy Officer
Location	Edinburgh
Responsible to	Policy Manager
Line manager responsibility	No
Budget responsibility	No
Date last reviewed	July 2019

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 Officers are responsible for supporting the delivery of projects within the Citizens Advice Scotland Impact Workplan across different policy areas.

Job description

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.