



# **Working with us:**

## **Head of Network Services**

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Job Pack – September 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:** Head of Network Services
- > **Location:** Edinburgh office with options for blended working
- > **Hours per week:** 35 hours per week
- > **Type of contract:** Permanent
- > **Appointable salary range:** £43,008 - £48,000 per annum per annum, commensurate with experience
  
- > **Full salary range:** £43,008 - £52,566 per annum
  
- > **Closing date:** 23 September 2021, 5pm
- > **Interviews:** TBC

## About the job

This is a key role in delivering on our commitment to the Association's vision for the membership and the continued development aspirations of members. It is integral to ensure that the interests and development needs of members are at the heart of everything that we do.

As a member of the Senior Leadership Team, you will have overall responsibility for engagement with the network and ensure that Citizens Advice Scotland is aware of and responsive to the network needs.

You will lead a team of individuals with responsibility for understanding the needs of the network through a process of gathering and filtering appropriate information and intelligence in order to identify the right solutions for the network now and in the future.

You also will work collaboratively with the network members and Heads of Service within Citizens Advice Scotland to influence the delivery of Citizens Advice Scotland services, and services of other stakeholders to our members.

You will be in charge of delivering and implementing a network development strategy to ensure that our service provision to Citizens Advice Bureaux develops in a manner which is relevant, involving and compelling to members individually and collectively as a network.

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 Citizens 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 **23 September 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:** Head of Network Services
- > **Responsible to:** Director of Advice Services
- > **Line manager responsibility:** Yes
- > **Budget responsibility:** Yes

## Key responsibilities

- > Development of the Network Services team's contribution to the delivery of the Citizens Advice Scotland Strategy, to lead, support and co-ordinate staff to deliver these functions in line with SACAB values and the Development Committee Annual Work Programme.
- > Champion the benefits of membership and the support available to existing members and lead on opportunities for new members in areas where the network don't have an existing footprint.
- > Responsible for reporting network performance to Citizens Advice Scotland executive and governance structures, with an individual responsibility for Development Committee governance of the network development strategy, to ensure they are informed and aware of key themes so that governance can make effective decisions.
- > Engagement with and management of key relationships, most notably within the Network and key agencies. Ensure that Citizens Advice Scotland Executive and teams understand the needs of the network and influence decision making in Citizens Advice Scotland to ensure that network needs are at the heart of services delivered.
- > Through the Network Development function, lead on the provision of expert advice on the co-design and co-production of national projects activities, facilitate appropriate input and ensure positive outcomes.
- > Responsible for Advice Services contribution to co-created business development opportunities across Citizens Advice Scotland, continually horizon scanning, and developing innovative proposals to enhance service outcomes for members and outcomes for clients.
- > Support Liaison between Advice and Impact Directorates, ensuring that Advice Services are kept up to date with changing public policy in relation to key themes of advice provision.
- > Lead on the implementation of any identified individual and collective network developmental needs, tailoring approaches, tools and guidance to support Bureaux to respond to collective and individual needs and external requirements.
- > Develop effective relationships across the Senior Leadership Team to gather and analyse data and intelligence to ensure that an approach of continuous improvement underpins the work of the team, including seeking both regular and incremental improvement and periodically more radical rethinking of service provision and management if required.



- > Lead on staffing and budgetary issues for the Network Services team, working within current Citizens Advice Scotland reporting and monitoring structures.
- > Manage teams under their supervision using constructive challenge, feedback and coaching skills and to support innovation in the delivery of service, motivating the team to implement a culture of customer service and involvement.
- > Promote a positive image of Citizens Advice Scotland's work, meeting standards & commitments.
- > Undertake any other duties as appropriate.

### **Accountability and Decision Making**

- > Expected to communicate and enthuse a number of stakeholders to achieve the strategic vision for continued maintenance and enhancement of membership commitment and addressing the individual and collective development needs of members.
- > Expected to lead teams, with overarching responsibility for network development needs and ensuring membership needs are met across the Citizens Advice network in Scotland.
- > Evaluates, monitors and controls strategic and operational risks, using the appropriate framework to apply a systematic approach to minimise the impact and proportionately control risks of members actions to enable early intervention in areas which might lead to reputational damage beyond the individual member(s) in question.
- > Expected to make complex decisions and represent Citizens Advice Scotland on a day to day basis in their area of expertise.
- > Seen internally as the expert on Network Developmental needs, providing operational advice and guidance to the Development Committee and senior management team and being the decision maker for delegated tasks.
- > The post holder should work autonomously and require minimal support and guidance from the Director of Advice Services, only referring on unusual or unprecedented issues.

### **Problem solving and Complexity**

- > Seeks to present evidential basis for decisions, gathers information to have an overview and provide a clear summary to other decision makers, communicating change, with clear reasons for action and articulates a clear vision of what change would look like.
- > Horizon scans to spots opportunities for continuous improvement in line with Citizens Advice Scotland strategy and Development Committee Work Plan, whilst being adaptable and willing to try new ways of working in response to changing needs.
- > Owns and oversees the need for change, plans and anticipates obstacles, lobbying and negotiating to secure network ownership and commitment to action, supporting

driving implementation, project managing and sustaining momentum network development needs across their work and that change is evaluated and mainstreamed.

- > Postholder should be able to manage complexity of change management and be comfortable working with ambiguity and enable to understand but manage resistance to change against long standing structures or programmes.
- > Expected to autonomously manage the complex requirements of Network Developmental function in line with the CAS policies and Associations Membership standards.
- > Many issues being dealt with will be unprecedented or unusual and the post holder will be required to solve problems where no existing precedent is set.

*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 senior leadership role, including delivery of change and individual and collective developmental needs and ability to represent the organisation at all levels,
- > Experience of managing information to contribute/ achieve organisational objectives through coaching, negotiation and influencing.
- > A proven track record in building and maintaining collaborative relationships at a senior level with a range of internal and external stakeholders, demonstrating strong interpersonal, networking, negotiating, persuasion and influencing skill.
- > Demonstrable experience of developing practice and programmes that translate into successful outcomes.
- > Experience of coordinating, planning and prioritising tasks to meet tight schedules and deadlines.
- > Experience of managing complex change with the ability to ensure priorities are achieved on time whilst creating a positive culture for improvement and constructively challenging current successful practice.
- > Well-developed written and oral communication skills with the ability to clearly articulate messages to a variety of audiences and influence others towards a common goal or vision
- > Competent IT skills (experience of emailing, word processing, analysing statistical data, case management systems).
- > Proven project management skills.
- > Demonstrable commitment to working as part of a team and developing colleagues.
- > Excellent organisational skills.
- > Accuracy and attention to detail.
- > Proven commitment to continuing professional development.

#### Desirable

- > Development or community development qualifications.
- > Experience of working in large membership organisations.
- > An understanding of advice services in general and the bureaux service in particular and role of voluntary sector in delivering national outcomes in Scotland and UK.

#### Additional requirements

- > A willingness to travel throughout Scotland, possibly involving overnight stays
- > Understanding of and commitment to the aims and principles of the Citizens Advice service

## 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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The Scottish Association of Citizens Advice Bureaux – Citizens Advice Scotland. Scottish charity (SC016637) and company limited by guarantee (89892)