



Working with us:

Learning Technologist and Instructional Designer

Job Pack – September 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.

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:** Learning Technologist and Instructional Designer
- > **Location:** Edinburgh office with options for blended working
- > **Hours per week:** 35
- > **Type of contract:** Permanent
- > **Appointable salary range:** £25,430 - £28,840 per annum, commensurate with experience
- > **Full salary range:** £25,430 - £31,081 per annum

- > **Closing date:** Sunday, 3 October 2021
- > **Interviews:** TBC

About the job

Citizens Advice Bureaux need to be able to ensure that advisers, volunteers and staff are given high quality training and support to develop and maintain competence in their role. Training is provided as a partnership between bureaux and Citizens Advice Scotland.

The Learning Technologist and Instructional Designer will work within the training team to provide a range of learning opportunities that support Citizens Advice Bureaux to meet Citizens Advice Scotland and external quality standards for advice work.

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

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:** Learning Technologist and Instructional Designer
- > **Responsible to:** Quality Assurance and Training Manager
- > **Line manager responsibility:** No
- > **Budget responsibility:** No

Key responsibilities

- > Determine, design and produce learning resources in the appropriate format for any learning opportunities, based on pedagogical principles and the range of tools and options available
- > Work with subject matter experts to differentiate between training and other organisational needs, and to identify appropriate learning content
- > Author, publish and amend elearning resources on the learning management system
- > According to expertise, maintain and develop:
 - standards, guidance and procedures to support the production and maintenance of learning resources and ensure these are met
 - the learning management system to ensure optimum user experience including troubleshooting support queries
- > Keep up-to-date with technology and platform developments to inform continuous improvement of learning support for bureaux

Accountability and Decision Making

- > This post, reporting to the Training Manager, is responsible for ensuring effective delivery of learning opportunities to meet the team's objectives and quality standards.
- > The post holder is expected to make decisions within known boundaries and to make recommendations to the Training Manager in more complex situations.
- > Seen as an expert in learning design and/or in managing online learning platforms.

Problem solving and Complexity

- > Complexity in the role comes from knowledge of the training needs related to advice work, instructional design principles, graphic design principles and learning technologies.

- > The post holder works within agreed team procedures and guidance for producing and delivering learning opportunities.
- > The post holder must interpret information from a wide range of sources in order to develop learning opportunities, including analysis of performance and solutions as well as researching existing information sources, legislation and guidance.
- > The post holder has the expertise to solve most problems on their own or within the team. Some problems may be escalated for more complex technical support.

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

- > Excellent instructional design skills
- > Stakeholder management experience, including the ability to work with subject matter experts and manage expectations
- > Ability to produce learning material in a range of formats including using e-learning authoring software
- > Experience of using Adobe Photoshop and Illustrator
- > Competent general IT skills in use of Microsoft Office
- > Experience of working on own initiative and managing own workload

Desirable

- > Experience of managing a Moodle-based learning management system
- > Experience of authoring e-learning content using Articulate 360, including Storyline and Rise
- > Experience of using other Adobe CC software, including Audition, Premiere Pro and InDesign
- > Understanding of good basic design principles
- > Training experience

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