



Working with us: Head of Citizens Advice Standards & Compliance



Job pack – October 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:** Head of Citizens Advice Standards and Compliance
- > **Location:** Edinburgh 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, commensurate with experience
- > **Full salary range:** £43,008 - £52,566 per annum

- > **Closing date:** Wednesday 27 October 2021
- > **Interviews:** To be confirmed

About the job

This is a key role in continuously maintaining and improving the standards of the members of the Scottish Association of Citizens Advice Bureaux (SACAB). As Head of Citizens Advice Standards and Compliance you will be responsible for leading critical areas of work which function to maintain and enhance the network's longstanding reputation for high quality independent advice. You will have overarching responsibility for the strategic leadership and oversight of the teams responsible for delivering Quality Assurance and Training for the bureaux network.

The Head of Citizens Advice Standards and Compliance is responsible for the implementation of deliverables of the Standards Team; defining the strategy of the team, overseeing and guiding delivery of its programme of work in consultation with CAS governance and Senior Leadership Team, establishing internal and external partnerships to guide it.

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:** Head of Citizens Advice Standards and Compliance
- > **Responsible to:** Director of Advice Services
- > **Line manager responsibility:** Yes
- > **Budget responsibility:** Yes

Key responsibilities

- > Development of the Quality Assurance and Training team's contribution to the CAS business plan, to lead, support and co-ordinate staff to deliver service delivery of these functions in line with SACAB values and membership standards.
- > Lead the development and continual improvement of internal management information for SACAB, reporting performance to CAS governance structures to ensure they are informed and challenged on standards and compliance.
- > Managing key relationships including internally across CAS teams, as well as with network members and stakeholders, ensuring constructive relationship with key agencies.
- > Expected to communicate and enthuse a number of stakeholders to achieve the strategic vision for continued maintenance and enhancement of quality of advice
- > Through the Quality Assurance function, lead on the provision of expert advice on national projects activities and relevant policies.
- > Identifying and managing risks and issues to continue maintenance of CAS advice standards and ensuring that these are assessed and appropriately managed. Keeping up to date with changing public policy in relation to quality of advice provision.
- > Lead on the development of CAS training programme for bureaux and also tailored training approaches, tools and guidance to support Bureaux to respond to collective and individual needs and external requirements.
- > Work with the Senior Leadership Team colleagues to gather and analyse data and intelligence to inform internal performance and external intervention requirements in line with CAS policy and strategy.
- > Lead on staffing and budgetary issues for the Standards team, working within current CAS reporting and monitoring structures.
- > Manage teams under their supervision using constructive challenge, feedback and coaching skills and to support continuous improvement
- > Promote a positive image of CAS's work, meeting standards & commitments
- > Reporting to the Membership Standards Committee of the Board and responsible for internal delivery of associated actions and work plan
- > Take overall responsibility for Citizens Advice Scotland's approach to the delivery of the Membership Standards complaints function in line with the requirements set out in policies and the handbook for Citizens Advice Scotland and bureaux members
- > Undertake any other duties as appropriate

Accountability and Decision Making

- > Overarching responsibility for ensuring training, quality assurance and compliance standards are met across the Citizens Advice network in Scotland
- > Responsible for evaluating, monitoring and controlling strategic and operational risks, using the appropriate framework to apply a systematic approach to minimise the impact and proportionately control risks
- > Expected to make complex decisions and represent CAS on a day to day basis in their area of expertise
- > Seen internally as the expert on Training and Membership Standards, providing operational advice and guidance to the Board and senior management team and being the overall decision maker
- > 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

- > Expected to manage a large number of complex issues and competing priorities
- > 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.
- > 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 Training and Standards 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

Knowledge, skills and experience

Essential

- > Experience in a senior leadership role, including delivery of change and maintenance of standards of service delivery through coaching, negotiation and influencing.
- > Demonstrable experience in the areas of standards and compliance at a senior level
- > 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

- > Quality/Training/Audit qualifications
- > Experience of dealing with Training or Complaints or redress systems
- > An understanding of advice services in general and the CAB 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

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



- > **Fresh Fruit:** enjoy a weekly array of complimentary fresh fruit in the office.
- > **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)