



Working with us:

Operations Manager
(Maternity Cover)

Job Pack – November 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:** Operations Manager
- > **Location:** *Edinburgh office with options for blended working
- > **Hours per week:** 35 hours per week
- > **Type of contract:** Fixed-term contract for 12 months (Maternity Cover)
- > **Appointable salary range:** £30,714 - £34,000 per annum, commensurate with experience
- > **Full salary range:** £30,714 - £37,540 per annum
- >
- > **Closing date:** 5 December 2021, 5pm
- > **Interviews:** 15 December 2021

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.

The Operations Manager is responsible for ensuring the smooth running of the Impact directorate through overseeing planning and delivery of activity and ensuring effective operational procedures are in place and used. The Co-ordination and Planning Manager also maintains oversight of team management processes, including financial management and reporting processes, performance reporting, resource allocation and research commissioning.

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 based in our Edinburgh office. As a result of the COVID-19 crisis, the majority of CAS staff are still working from home, however we are now starting a transition towards a return to the office. This will be carefully planned and managed in accordance with the latest Scottish Government guidance and public health advice. Candidates should be prepared to attend the office on their first day for an induction, after which they will be able to work from home initially. Going forward, attendance at the office will be required, however CAS are introducing a blended working policy to allow our employees to balance their time attending the office with time working from home.

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 by **5 December 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



Job description

- > **Position:** Operations Manager
- > **Responsible to:** Director of Impact
- > **Line manager responsibility:** Yes
- > **Budget responsibility:** Yes

Key responsibilities

- > Ensure smooth running of the Impact Directorate by leading on the development of operational processes in collaboration with the wider team, and ensuring that processes and associated procedures are in place and followed.
- > Oversee the budgeting and financial reporting processes to ensure that the team operates within resource allocations and that funding is used appropriately in line with conditions of grant(s).
- > Develop and deliver operational reporting processed for the team, ensuring board, management and funder reports are of a high quality, meet stakeholder expectations and are delivered in line with an agreed reporting calendar.
- > Support the delivery of effective governance for the team: overseeing the co-ordination of Policy Forum and any other governance requests.
- > Oversee the directorate's activity, ensuring all teams are working in a co-ordinated way and that teams are working together effectively and to an agreed schedule.
- > Work with the Senior Leadership Team and Policy Managers to understand the strategic priorities of the organisation and oversee the effective allocation of shared team resources.
- > Act as a champion for the bureaux network – encouraging other team members to engage appropriately with the network.
- > Provide effective line management to the team's research and co-ordination resources.
- > Oversee the team systems and tools and ensure these are effective, efficient and easy to use.
- > Actively support the Director of Impact with team development and undertake any other duties as may reasonably be requested.

Accountability and Decision Making

- > Responsible for determining and delivering the Impact directorate's planning and reporting processes, subject to sign off by the Director of Impact.
- > Responsible for oversight of the directorate's budgeting process and financial reporting in line with the organisation's Financial Scheme of Delegated Authority.
- > Expected to make decisions around planning and coordination of the Impact team with input from the Director of Impact only around complex or unprecedented issues.

Problem solving and Complexity

- > Main complexity in the role comes from ability to plan ahead and anticipate issues with delivery of activities across the various policy areas
- > May have to deal with a myriad of problems which often be unexpected or new, and will be expected to work alongside the relevant Strategic Lead to determine solutions.
- > Post holder must have the ability to assimilate multiple information sources, determine priorities and provide a recommended way forward which meets organisational need.

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

- > Significant experience in a similar role at managerial level where planning and coordination is critical to success
- > Experience of managing teams and individuals
- > Excellent organisational skills with a clear and structured approach to project planning and prioritisation of their own and others workloads
- > Ability to effectively interpret quantitative and qualitative data
- > An ability to analyse complex material and present the results in a clear and concise easy to understand and accessible manner
- > An ability to effectively represent the views of the organisation to internal and external audiences
- > Ability to work as part of a complex team and equally to take the initiative and work with minimal supervision.

Desirable

- > Knowledge of the voluntary and/or advice sectors

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)