



# **Working with us:**

## **Network Services Manager 2x**

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Job Pack – November 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:** Network Services Manager 2x
- > **Location:** Edinburgh office with options for blended working\*
- > **Hours per week:** 35 hours per week
- > **Type of contract:** Permanent
- > **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
- > **Interviews:** TBC

## About the job

Network Services Managers work with the local bureaux and Citizens Advice Scotland to provide support and development services to the Citizens Advice network in Scotland locally, regionally and nationally.

You will oversee delivering sections of the Development Committee Developmental Plan for individual Bureaux and the bureaux network as a collective customer in terms of volunteering, fundraising, governance, net zero, employment advice across the network.

Network Services Managers have responsibility for a number of bureaux, and are the principal interface from Citizens Advice Scotland to Citizens Advice Bureaux in providing high quality, accessible and well managed support to their client group. Giving advice and support to Bureaux Chairs, Board, and senior bureaux management.

As a Network Services Manager, you will also lead on and manage key areas of action for the Network Services team, ensuring line management and network governance endorsement at all relevant stages.

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

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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 **5 December 2021**.

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:** Network Services Manager 2x
- > **Responsible to:** Head of Network Services
- > **Line manager responsibility:** No
- > **Budget responsibility:** No

### Key responsibilities

- > Lead, manage, negotiate on, and be accountable for the development of Citizens Advice Scotland initiatives from inception to collective membership endorsement
- > Accountable for the outcomes of work and the results achieved in influencing decisions at both individual bureaux and strategic levels
- > Communicate Citizens Advice Scotland policy and decisions to member Bureaux and relevant partners and stakeholders
- > Manage multiple projects simultaneously while working collaboratively with teams across Citizens Advice Scotland
- > Create and maintain a framework of professional relationships and provide advice and guidance to partners as required, whilst providing excellent customer service to member Bureaux, colleagues, partners, and stakeholders.
- > 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 Citizens Advice Scotland policy and strategy.
- > Deputise for the Head of Network Services as appropriate.
- > Be an ambassador for Citizens Advice Scotland, upholding the good name and reputation of your employer and the network at all times.

### Accountability and Decision Making

- > Expected to communicate and enthuse a number of stakeholders to achieve the strategic vision for continued vision and sense of the bureaux network in Scotland.
- > Expected to make complex decisions and represent Citizens Advice Scotland on a day-to-day basis in their area of expertise without immediate recourse to line management.
- > Seen internally as the expert on the needs of individual members and collective needs of groups of Bureaux, providing operational advice and guidance to senior management team via the Head of Network Services, and being a decision maker when needed.
- > The post holder should work autonomously and require support and guidance from the Head of Network Services only on significant or important issues



### **Problem solving and Complexity**

- > Expected to autonomously manage the complex requirements of their assigned bureaux's, as well as having an overview of the needs of the of the network and of all members.
- > 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.
- > Complexity often comes from dealing with a diverse range of stakeholders and complexity of change management where there may be some resistance, with the requirement for a high level of persuasion and influencing skills
- > Expected to be able to assess data, manage and find solutions to complex and technical problems.

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

- > A proven track record in building and maintaining collaborative relationships 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 through delivery of co-design and co-production
- > 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.
- > Accuracy and attention to detail
- > Proven commitment to continuing professional development

#### Desirable

- > Experience of Co-creation in service design
- > Experience of working within a Membership Organisation context
- > An understanding of advice services in general, the CAB service in particular and role of voluntary sector in delivering national outcomes in Scotland and UK

#### Additional requirements

- > Willingness and ability to travel within the specified geographical area and throughout Scotland as required
- > Flexibility to attend occasional meetings during evenings or weekends if required

## 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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[CitizensAdviceScotland](https://www.facebook.com/CitizensAdviceScotland)



[CitizensAdviceScotland](https://www.linkedin.com/company/CitizensAdviceScotland)

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