



# **Working with us:**

Digital Learning Support Officer

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Job Pack – February 2022



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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:** Digital Learning Support Officer
- > **Location:** Edinburgh office with options for blended working\*
- > **Hours per week:** 35 hours per week
- > **Type of contract:** Permanent
- > **Appointable salary range:** £19,332 - £21,500 per annum, commensurate with experience
- > **Full salary range:** £19,332 - £23,628 per annum
  
- > **Closing date:** 16 February 2022, 5pm
- > **Interviews:** TBC

## About the job

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

The Digital Learning Support Officer will work within and support the overall work of the Learning and Standards Team. The role supports a range of learning opportunities provided for Citizens Advice Bureaux and provides technical support for bureaux in order to help 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 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 **16 February 2022, 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:** Digital Learning Support Officer
- > **Responsible to:** Learning and Standards Manager
- > **Line manager responsibility:** No
- > **Budget responsibility:** No

### Key responsibilities

- > Support the Citizens Advice Bureaux (CAB) network of learners with a range of technical issues by communicating clearly across a variety of digital channels
- > Support the CAB network of learners, whether they are working at home or in an office environment, to access the LMS on a variety of devices including PC, Mac and mobile phones
- > Provide professional support to users who encounter problems or have questions when using our Learning Management System (LMS) via an online ticketing system (Freshdesk)
- > Support Citizens Advice Scotland (CAS) staff and projects in using the LMS by troubleshooting problems and generating system reports
- > Work with the Learning and Standards (e-learning) team members to maintain the excellence of the Learning Management System
- > Work with colleagues to update, correct and amend e-learning materials, including e-learning modules and videos
- > Troubleshoot and repair any malfunctioning content on the Learning Management System including e-learning modules and videos
- > Contribute to the development and maintenance of CAS procedural systems, including paper and electronic files, ensuring that information is appropriately and securely stored, filed and retrievable.
- > To collate information and resources and undertake basic research to assist colleagues as required, including monitoring and maintenance of the relevant sections on the internet and intranet sites.

The above job description is not exhaustive and is clarified to include broad duties inherent in the post.

### **Accountability and Decision Making**

- > This post, reporting to the Learning and Standards Manager, is responsible for supporting the day to day delivery of learning opportunities to meet the team's objectives and quality standards.
- > The post holder is expected to make collaborative decisions within the e-learning team, and more broadly within the Learning and Standards team.
- > This is often a learner-facing role, and the post holder should be confident and adept at troubleshooting digital issues.

### **Problem solving and Complexity**

- > Complexity in the role comes from knowledge of a range of digital platforms, devices, and software, including basic knowledge of video and graphics production.
- > The post holder will have the expertise to solve most problems on their own or within the team. Some problems may be escalated for more complex technical support.
- > The post holder will mainly work within existing guidance/policies/procedures. Where there are gaps in existing processes and systems, the post holder will recommend options to the Learning and Standards Manager and work with them to develop and implement new structures.
- > Most problems will be straightforward with known solutions but may require influencing of stakeholders.
- > Resolution of one-off ad hoc 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

- > Excellent communication skills
- > A patient, empathetic and positive nature when dealing with queries
- > Ability to troubleshoot a variety of digital issues in a calm manner
- > Demonstratable experience and knowledge of technology in all spheres and confident in the digital world
- > Basic knowledge of all digital operating systems including Windows, Mac and Android
- > Excellent IT literacy with a proven ability to use IT packages, including Microsoft Office programmes, in particular Excel and Word.
- > Ability to work on own initiative with minimum supervision as well as part of a busy, collaborative team.
- > A willingness to learn new skills including cutting edge e-learning software and video processing

#### Desirable

- > Experience in a digital support role
- > Experience of graphics software such as the Adobe suite
- > Experience of e-learning, either as a user or in a technical development sense



## 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)



[@CitAdviceScot](https://twitter.com/CitAdviceScot)



[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)