



Working with us:

Learning and Standards Officer 2x

Job Pack – February 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 and Standards Officer 2x
- > **Location:** Edinburgh office with options for blended working*
- > **Hours per week:** 35 hours per week
- > **Type of contract:** Permanent
- > **Appointable salary range:** £26,000 - £28,000 per annum, commensurate with experience

- > **Full salary range:** Under Review

- > **Closing date:** 1 March 2022, 5pm.
- > **Interviews:** TBC

About the job

Learning and Standards Officers work as part of the Learning and Standards team to provide an audit service and a variety of learning opportunities and materials to support Citizens Advice Bureaux (CAB) to achieve and maintain the quality standards set out in the Scottish Association of Citizen Advice Bureaux (SACAB) Membership Scheme.

In addition, to assist the Learning and Standards Manager with reviewing and updating the audit process, learning materials and learning opportunities provided for Citizens Advice Bureaux to include changes to legislation and, where necessary, include other relevant organisations' standards to ensure the robustness of the process.

Specific areas of responsibility will be determined based on operational need and taking into account the skill set and experience of each individual within the team.

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 **1 March 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



Job description

- > **Position:** Learning and Standards Officer
- > **Responsible to:** Learning and Standards Manager
- > **Line manager responsibility:** No
- > **Budget responsibility:** No

Key responsibilities

- > Develop, review and maintain learning resources in a variety of formats to support the delivery of training for bureaux, ensuring all required quality standards are met
- > Provide guidance and support to bureau tutors and managers to contribute to the continuous improvement of training practice within the service
- > Identify need, develop and/or deliver and evaluate face-to-face and online courses for supporting the delivery of multi-channel advice, ensuring all materials are consistent and up to date
- > Contribute to identifying the most effective approach to meet learning needs, taking into account resources and timescales
- > Carry out quality of advice assessments for the CAS Membership Scheme using the CAS quality of advice assessment tools in-line with agreed guidelines to ensure all member and any probationary member bureaux are working to maintain high standards of advice provision.
- > Provide support and training for bureau case assessors and bureau tutors to achieve and maintain competence.
- > When required, carry out a gap analysis on behalf of member bureaux that have not complied with the required quality of advice standards, in order to identify specific issues that need to be addressed.
- > Advise the Learning and Standards Manager of any issues with practices and procedures that arise during the quality of advice assessment and which may have an impact upon the overall organisational audit.
- > Contribute to the provision of the audit service to CAB by carrying out organisational audits of individual bureaux to measure compliance with membership standards.
- > Contribute to identification and analysis of and response needed to issues arising from quality audits.
- > Promote effective working relationships with other sections within CAS and external bodies to secure equivalence agreements with all relevant quality assurance schemes within the objectives of the CAS strategic plan
- > Where appropriate, provide support and guidance to bureaux applying for accreditation against National Standards for Information and Advice Providers to ensure external recognition of the CAB service quality

Accountability and Decision Making

- > Responsibility for the effective provision of support and advice for their designated area on a day-to-day basis and exercising professional judgement in doing so
- > Accountable for ensuring accuracy of learning content and therefore for the standards of advice in bureaux
- > Responsible for undertaking the SACAB membership quality of advice audit process in line with membership standards and ensuring the process is implemented correctly, accountable for actions of bureaux taken on their advice
- > Expected to make many decisions within broad guidelines and to general policies covering a wide range of areas of expertise, often in the absence of detailed policies or procedures
- > Complex or difficult decisions should be referred to the Learning and Standards Manager with a recommendation on the relevant course of action.
- > Learning and Standards Officers will work closely with the Learning and Standards Manager, but day to day are expected to work autonomously with minimal supervision.
- > Expected to provide guidance and advice based on their own knowledge and experience which will need to involve considerable expertise in their designated areas

Problem solving and Complexity

- > Complexity comes from the wide variety of issues which may be experienced, resulting in a diverse range of tasks which are often unexpected and need to be reactive to current issues
- > Most issues will have been experienced before and the post holder would be expected to solve the majority problems using their existing knowledge and experience or by seeking out and referring to existing guidance.
- > Most problems encountered will require some level of investigation and exploration before responding, and in more difficult or complex situations should be discussed with the Learning and Standards Manager

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

- > EITHER 1) Experience in a quality-auditing role, OR 2) Experience of training provision, including needs analysis, instructional design, delivery, presentations, group work facilitation and evaluation
- > Experience of working within established quality standards
- > Demonstrable experience of relationship building and excellent interpersonal skills
- > Experience of driving change and continuous improvement
- > Good oral and written communication skills
- > Good analytical skills
- > Good level of IT literacy (MS Office)
- > Experience of working on own initiative and managing own workload
- > Experience of working as part of an effective team
- > Ability to work to strict deadlines and under pressure

Desirable

- > Experience of working within the voluntary sector, either paid or unpaid
- > Experience and/or understanding of advice work
- > A recognised audit qualification
- > A recognised training qualification

Additional requirements

- > Ability to Travel throughout Scotland and occasionally the rest of the UK (overnight stays may be required)

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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[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)