



Working with us:

Quality of Advice Assessment Coordinator



Job pack – March 2022

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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:** Quality of Advice Assessment Coordinator
- > **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:** Sunday 20 March 2022
- > **Face to Face Interviews:** Tuesday 29 March 2022

About the job

All Citizens Advice Bureau in Scotland must comply with the Scottish Association of Citizens Advice Bureaux (SACAB) Membership Scheme which sets out the quality assurance standards to which all bureaux are expected to operate. The CAS Learning and Standards team are responsible for auditing all bureaux against these standards and reporting to the Association's Membership Standards Committee. The audit process consists of two parts:

- Quality of Advice Assessment which assesses the quality of advice and information provided by bureaux at the point of delivery and ensures that all bureaux in Scotland meet a minimum standard of service, in terms of the process of advice giving, and the actual technical accuracy of that advice.
- Organisational Audit which examines the written policies and procedures provided by the bureau together with other evidence gathered through interviews with bureau paid staff, volunteers and governing body representatives.

The successful delivery of the SACAB Membership Scheme audit programme requires centralised co-ordination. This role will be allocated responsibility for the co-ordination of the Quality of Advice Assessment programme, ensuring successful delivery and development where appropriate.

The role will involve co-ordination of CAS staff and local bureaux to enable effective delivery of the quarterly Quality of Advice monitoring schedule, as well as supporting the CAS Learning and Standards team by providing specialist administrative support.

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

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:** Quality of Advice Assessment Coordinator
- > **Responsible to:** Learning & Standards Manager
- > **Line manager responsibility:** No
- > **Budget responsibility:** No

Key responsibilities

Co-ordination of Quarterly Quality of Advice Monitoring

- > To provide the bureaux and the Learning and Standards Manager with regular and comprehensive reporting on quarterly quality of advice monitoring to ensure all members are operating in line with the SACAB Membership Standards
- > To establish effective working relationships with bureaux, and reporting mechanisms for monitoring quality of advice standards across the network and for sharing of good practice between bureaux
- > To ensure effective and consistent delivery of advice to the clients and accurate recording of data
- > To develop and implement appropriate quality assurance measures to ensure that all national and regional services are delivered to the required standard
- > To co-ordinate the internal CAS provision delivered by existing CAS staff as part of the quality of advice monitoring programme
- > To provide support to the Learning and Standards Manager to ensure the effective delivery of the SACAB Membership Scheme

Administration of Governance and Internal Quality Assurance Arrangements

- > Provide administrative support for the Membership Standards Committee
- > Provide administrative support for the Verification Panel
- > Provide administrative support and where necessary participate in the Quality of Advice Checkers Forum
- > Provide administrative support and where necessary participate in the Immigration Quality of Advice Assessment Panel
- > Provide administrative support for the Bureau Support Group

Statistics and Research

- > To operate effective systems for collecting, collating and reporting on quantitative and qualitative information, to provide robust and comprehensive data for monitoring and reporting purposes
- > To ensure the delivery of quarterly quality of advice monitoring reports for the Membership Standards Committee and individual member bureaux

Communications

- > To take responsibility for quarterly quality of advice monitoring programme communications

Service Development

- > To monitor and report on the outcomes of quarterly quality of advice monitoring to provide intelligence to inform the planning of CAS services

Accountability and Decision Making

- > The post holder has responsibility of operation within Membership Scheme parameters in determining the day-to-day operational delivery of the service
- > Guidance from the Learning and Standards Manager and Membership Scheme but considerable freedom in relation to day-to-day activity
- > Ability to propose changes to Learning and Standards Manager based on experience
- > The post holder would consult with the line manager in a range of circumstances e.g. development of CAS policy in relation to new or emerging issues, or responding to service delivery issues

Problem solving and Complexity

- > The type and scope of problems encountered varies on a day-to-day basis, so the post holder must demonstrate flexibility in approach and logical thought processes to deal with the issues presented
- > Most problems will be straightforward with known solutions, some may more complex and technical in nature.
- > Outcomes of actions normally apparent in weeks or months
- > 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

Knowledge, skills and experience

Essential

- > Strong administrative background, with proven ability of successfully coordinating complex projects or programmes
- > Knowledge or experience of advice and case work in a generalist service across a variety of topic areas
- > Experience of report writing
- > Experience of process development, co-ordination and implementation
- > Proven ability to gather, monitor, review and evaluate information in order to undertake analysis and produce quality reports
- > Strong written communication skills, including the ability to communicate complex information clearly, accurately and accessibly to non-specialists
- > Demonstrable influencing and verbal communications skills including managing expectations, monitoring service levels, resolving issues and building good relationships
- > Experience of project/programme organisation including the ability to contribute to the development of plans, monitor progress and identify issues
- > Excellent IT literacy with proven ability to use IT packages, including word processing, spreadsheets and presentation software

Desirable

- > Experience of advice work supervision and monitoring and maintaining casework systems and procedures.
- > Experience of quality auditing
- > Knowledge of the Citizens Advice Bureaux 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



- > **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)