



Working with us: Operations Manager

Job pack – April 2022



Contents

A note from our CEO, Derek Mitchell	3
About Citizens Advice Scotland	4
About the role	5
How to apply	7
Job description	8
Person specification	10
Employee benefits	11

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 or Glasgow*
- > **Hours per week:** 35
- > **Type of contract:** Permanent
- > **Appointable salary range:** £33,990 - £36,000 per annum, commensurate with experience
- > **Full salary range:** £33,990 - £41,544 per annum

- > **Closing date:** Thursday 5th May 2022
- > **Interviews:** To be confirmed

About the job

The Operational Support team provides support to vulnerable domestic consumers and micro-businesses across Great Britain with energy complaints, as well as supporting the delivery of online advice to citizens of Scotland, specialist debt support and also helping deliver a series of specialist digital projects operationally. The postholder will champion the development and delivery of omni-channel advice services including web based and telephony advice for CAS ensuring that they are fit for purpose, in line with the CAS strategic vision, complementary to the wider network services and with a focus on the needs of vulnerable citizens and consumers.

As one of the Senior Leaders the post holder will work collaboratively with others to ensure the advice services are part of a joined up advice offering across the Citizen Advice Network. The Operations Manager will lead a team that understands the client journey and client experience through a process of gathering and filtering appropriate information and intelligence in order to identify the right solutions for effective advice delivery. A key focus will be to ensure that we continue to integrate our delivery of specialist advice and wider support services in a way that best meets the needs of members and citizens alike.

The post holder will develop, integrate and implement operational support and advice services to ensure that our service provision to Citizens Advice network develops in a manner which is relevant, involving and compelling to members individually and collectively as a network. This work requires an inclusive leader: someone with experience and who is comfortable leading multidisciplinary teams and comfortable with adapting teams' ways of working to meet corporate needs. We need an experienced leader who can mentor and support our operational support division to continue to deliver for members.

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 can be based in either our Edinburgh or our Glasgow 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:** Operations Manager
- > **Responsible to:** Head of Operational Support
- > **Line manager responsibility:** Yes
- > **Budget responsibility:** Yes

Key responsibilities

- > Managing and supporting the delivery of the Public Advice site in Scotland, working with a specialist team of content researchers and writers to continuously improve our advice offering to the public and updating the content writing procedures. Exploring opportunities to integrate the outputs of research and development undertaken by CAS e.g. recent CANDO/Civtech projects.
- > Managing for CAS the delivery of the joint CAS/Money Advice Scotland (MAS) MATRICS
- > Designing, implementing and monitoring of referral arrangements with key stakeholders. Current key referral partners being Citizens Advice Consumer Service, Energy Ombudsman and Ofgem.
- > Exploring and implementing any new referral pathways with new partners, including referral processes, systems and feedback mechanisms.
- > Working closely with managers in the Digital Advice and Content Team, and MATRICS Learn in monitoring demand changes and delivering continuous improvement on workload processes and rotas.
- > Supporting information and IT development work including playing a key role in the mainstreaming of a no-code approach to Digital Transformation of the Network's services, MATRICS training system and CAS public advice website oversight.
- > Supporting the CAS achieve Key Performance Indicators agreed yearly with UK and Scottish Government.
- > Monitoring performance of operational support services and identifying trends and areas of improvement.
- > Assisting in the preparation of operational reports for Senior Management.
- > Working closely with other teams across the Citizens Advice network to share best practice and encourage integration and development.
- > Line management responsibility for Digital Content and MATRICS Learn teams.

Accountability and Decision Making

- > Responsible for ensuring that CAS external facing support mechanisms comply with legal requirements for clear advice and regulatory frameworks and within agreed protocols with partners with regards to deliver and mainstreaming of omni-channel improvements to network services.
- > Expected to be an experienced project manager.
- > Postholder responsible for making key decisions on the innovation and also in the day to day deployment of Citizens Advice omni-channel systems to our network.
- > The post holder would take the lead on operational issues in the absence of the Head of Operational Support and also when directed.

Problem solving and Complexity

- > Responding positively and dynamically to emerging workload challenges with the ability to create new solutions or interim processes.
- > Decisions will need to be taken on escalated, complex and protracted developmental work with the need to identify creative solutions that meets needs of the clients while understanding constraints within the Citizens Advice Network across Scotland.
- > Expected to resolve the majority of issues escalated to them, with referral to the Head of Operational Support only in the most complex or difficult cases.

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

- > Robust operational management experience within a team or organisation that supports public directly or supporting directly staff working with the public.
- > Experience of managing complex and changing workloads.
- > Experience of driving continuous improvements from the planning to the implementation and monitoring of processes or projects.
- > Senior project management experience delivered across a range of operational and developmental projects.
- > Excellent written skills with demonstrable experience in writing procedures and reports.
- > Proven stakeholder relationship management experience with both internal and external partners.
- > Staff management experience.
- > Excellent organisational skills, with the ability to manage both short and longer term areas of work.
- > Able to work well under pressure in a proactive manner with minimum supervision.

Desirable

- > Website Content writing or specialist money advice training experience.
- > Experience of implementing new digital systems especially no or low code experience.

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.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)