



Working with us: HR Advisor

Job pack – April 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:** HR Advisor (maternity cover)
- > **Location:** Edinburgh office with options for blended working*
- > **Hours per week:** 25 hours per week
- > **Type of contract:** Fixed term maternity cover
- > **Appointable salary range:** circa £30,000 - £31,500 per annum (pro-rata)
- > **Full salary range:** £30,089 - £36,777 per annum (pro-rata)

- > **Closing date:** 15 May 2022
- > **Interviews:** TBC

About the job

The HR Advisor will work closely with managers and employees of Citizens Advice Scotland, providing pragmatic, commercial and employee-focused advice and support. They will also provide HR advice by telephone and email to Citizens Advice Bureaux across Scotland. The job holder will utilise excellent communication, coaching and influencing skills to drive employee engagement and manage change, employee relations, recruitment & selection and support delivery of the HR strategy for Citizens Advice Scotland.

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. Since the beginning of the COVID-19 crisis the majority of CAS staff have been working from home, but we have now started a transition back to the office and expect all staff to be attending the office in some capacity from the end of May 2022. CAS have introduced a blended working policy to allow our employees to balance their time attending the office with time working from home, and the number of days you will be expected to attend the office each week can be discussed as part of the recruitment process. Candidates should be prepared to attend the office on their first day for an induction, and to attend the office thereafter as required.

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:** HR Advisor (maternity cover)
- > **Responsible to:** Head of HR
- > **Line manager responsibility:** No
- > **Budget responsibility:** No

Key responsibilities

- > Provide proactive value added HR interventions providing input to the Head of HR around overall HR strategy and developing change management initiatives
- > Provide professional advice, guidance and support to all managers and employees, including the Senior Leadership Team, on HR best practice, policies and procedures, interpretation and implementation of employment legislation
- > Provide telephone and email advice and guidance to Citizens Advice Bureaux, acting as first point of contact for all employment issues and triage queries as necessary
- > Manage recruitment and induction, ensuring appropriate diverse talent is sourced to meet short and long term needs and to ensure recruitment is carried out via a process which is fast, efficient, effective and legally compliant
- > Research, develop, maintain and implement HR policies and procedures to achieve effective, efficient and legally compliant HR operations
- > Understand Citizens Advice Scotland's strategic plan and recommend new approaches, policies and procedures to effect continual improvements in line with the strategic aims, productivity and development of HR within the organisation
- > Supervise and work with the HR Assistant on a day to day basis, allocating work, providing guidance and direction as needed
- > Demonstrate a hands-on approach as well as the ability to successfully monitor the morale of the employees to ensure a high level of employee engagement
- > Reactively and proactively coach and mentor managers and employees
- > Undertake project work, lead HR working groups and identify areas of improvement within HR
- > Carry out monthly people reporting using the HR system and Excel

Accountability and Decision Making

- > Seen as the local/1st line expert in HR, covering the majority of day-to-day issues themselves without refer to the Head of HR
- > Must recommend approaches and solutions in high risk and/or sensitive areas and refer to the Head of HR for final decision
- > Direct input into creation or development of policy for new areas, under the direction of Head of HR
- > Interprets existing procedure and policy where required or devises an approach from experience when no procedure or policy exists
- > Providing up-to-date and accurate HR advice, guidance, taking into account best practice and legislation.

Problem solving and Complexity

- > Solves HR problems where policy or procedure is ambiguous or where no policy applies
- > Problems will be around dealing with a range of issues, such as grievance, disciplinary and absence, but solutions will involve interpretation of policy and checking how these will fit within guidelines before deciding/advising courses of action

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

- > A degree and/or equivalent qualifications, preferably in HR or a business related discipline, or qualified by experience
- > Substantial and demonstrable generalist HR knowledge and experience covering all major HR functions including recruitment and selection, performance management, learning and development, employee engagement, reward, employment legislation and consulting with trade unions.
- > Experience of HR policy development
- > Good working knowledge of Excel
- > Excellent working knowledge of UK employment law and experience of managing employee relations issues
- > Proven skills in influencing, communication and working collaboratively with stakeholders and employees at all levels
- > Planning and organising skills to ensure deadlines are met in a pressured environment
- > Demonstrable ability to motivate and coach others and influence work behaviours
- > Experience of effective change management
- > A strong solutions focus and be comfortable working in an environment which demands the ability to identify problems and drive innovative HR solutions and process improvement
- > Accuracy and attention to detail
- > Strong verbal and written communication skills

Desirable

- > Chartered membership of the CIPD

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)