



# Working with us:

## Policy Manager (Strong Communities)

Job pack – July 2022

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## Contents

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<b>A note from our CEO, Derek Mitchell</b>	<b>3</b>
<b>About Citizens Advice Scotland</b>	<b>4</b>
<b>About the role</b>	<b>5</b>
<b>How to apply</b>	<b>6</b>
<b>Job description</b>	<b>7</b>
<b>Person specification</b>	<b>10</b>
<b>Employee benefits</b>	<b>11</b>

## 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:** Policy Manager (Strong Communities)
- > **Location:** Edinburgh (with options for Blended Working)
- > **Hours per week:** 35
- > **Type of contract:** Permanent
- > **Job Level and Salary Scale:** Level 5, £31,482 - £38,479\*

\*The successful candidate's salary will be determined in line with their skills and experience. New employees are normally appointed at the lower end of the salary scale and potential candidates should not expect to be appointed above the midpoint of the salary scale.

- > **Closing date:** Tuesday 9<sup>th</sup> August 2022
- > **Interviews:** To be confirmed

## About the job

The Impact team at Citizens Advice Scotland seeks to achieve positive change through two main routes:

- Informing and empowering individuals to take action through information, education and campaigning
- Changing policy, practice and law

We work with governments, regulators and business at a UK and Scottish level on improving areas of particular detriment, undertake research and deliver awareness and education campaigns.

As a Policy Manager (Strong Communities) you will lead and manage a team dedicated to improving the policy, processes, and practices in the areas of access to justice and telecommunications and advocate for change on behalf of citizens and consumers in order to prevent detriment.

## 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.

CAS provides options for blended working to allow employees to balance their time attending the office with time working from home. 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.

## 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)

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:** Policy Manager (Strong Communities)
- > **Responsible to:** Strategic Lead
- > **Line manager responsibility:** Yes
- > **Budget responsibility:** Yes

## Key responsibilities

- > Develop and deliver a plan of work to deliver social change in area of responsibility, taking into account the strategic direction set by the Impact Senior Leadership team, the broad context of policy, people's issues and the Citizens Advice network in Scotland's services in this area
- > Build and maintain a strong working knowledge of policy issues and be responsible for the development of Citizens Advice Scotland policy positions on all aspects of their assigned policy area. Monitor external policy developments to identify relevant policy issues and advocacy targets to further Citizens Advice Scotland strategic priorities
- > Build and maintain effective relationships with stakeholders in the relevant policy area, including politicians, senior government officials, regulators, other voluntary organisations, academia and business in order to build optimum conditions for successful advocacy of Citizens Advice Scotland policy positions
- > Ensure the team delivers work rooted in the experiences of people living in communities across Scotland, including those seeking information and advice through the Citizens Advice network in Scotland
- > Engage the Citizens Advice network in Scotland appropriately in area of responsibility and provide support and development for the network that adds value
- > Using the impact framework, work with the team to develop a wide range of strategies for delivery of social change including: research, policy development, advocacy, campaigning, working with the network and communications
- > Assume responsibility for ensuring the successful delivery of allocated deliverables on time and on budget and work with the Co-ordination and Planning Manager to ensure effective co-ordination of and reporting on all work relating to area of responsibility
- > Manage budget and staffing for the delivery of your workplan area, working effectively with Co-ordination and Planning manager to effectively use shared resources available
- > Play an active role in developing and embedding the new operating procedures for the Impact Team and ensure the team works using the new processes and schedules

- > Oversee quality of team deliverables such as reports, consultation responses, briefings and other submissions delivered are of a high quality and reflective of the Citizens Advice network in Scotland's brands, ensuring outputs are: appropriate, evidence-based, timely, relevant
- > Manage and develop the policy officer and senior policy offer in the team, ensuring high performance, and encouraging personal development and the timely achievement of annual work objectives
- > Take an active role in creating a supportive, collaborative, fast-paced and innovative organisational culture
- > Policy Managers will also need to undertake the delivery of workplan activities where required, including:
  - Analyse qualitative and quantitative data from a wide range of sources including the bureaux case recording system, in order to produce regular evidence-based, high quality reports and content to inform policy development, raise issues of concern, identify trends and new areas of need and undertake advocacy
  - Respond to consultations, prepare written briefings for politicians, give oral evidence at parliamentary committees and prepare submissions to Scottish and UK Parliaments promoting Citizens Advice Scotland policy positions
  - Produce research in the interests of bureaux clients/current and future consumers, using a range of different methodologies
  - Work closely with colleagues to develop and deliver campaigns and communications materials that effectively meet further Citizens Advice Scotland policy advocacy objectives, and promote the development of capacity for local policy work in bureaux
  - Be an ambassador for Citizens Advice Scotland, carrying out media interviews, and speaking at relevant events to promote Citizens Advice Scotland' policy positions
  - Develop and nurture external partnerships
  - Prepare papers and participate in the Policy Forum as required
  - Undertake such other duties as may reasonably be requested

### **Accountability and Decision Making**

- > Overall responsibility for the operational delivery in their policy area of responsibility, with strategic direction provided by the Strategic Lead
- > Expected to make decisions on a day to day basis involving policy position, delivery of strategy, and to represent the organisation on their policy area, with support and guidance from the Strategic Lead only where required
- > An expert in their policy area and will provide operational advice and guidance to the team



### **Problem solving and Complexity**

- > Expected to manage complex issues such as analysing the potential impact of changes in policy practice and legislation on bureau clients, the service and the people of Scotland
- > Analyse quantitative and qualitative evidence to a high standard
- > Problems will typically need significant investigation, interpretation, exploration and analysis, support is available from the Strategic Lead when required

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

- > Relevant degree or equivalent professional experience or qualification
- > Significant experience in a similar role at managerial level
- > Demonstrable knowledge and understanding of relevant policy areas across the UK and Scotland, including any associated regulations
- > Analytical thinker with an ability to generate and lead on policy positions and advocacy strategies
- > Demonstrable experience of influencing external policy/decision making at a senior level
- > Experience of analysing policy documents and writing reports out with academic studies
- > Experience of liaising with parliamentarians in both private and public meetings
- > Demonstrable knowledge and understanding of relevant policy areas across the UK and Scotland, including any associated regulations
- > Thorough knowledge of policy making spaces at UK and Scottish level coupled with political acumen
- > Ability to effectively interpret quantitative and qualitative data
- > Excellent written and oral communication skills including:-
  - An ability to analyse complex material and present the results in a clear and concise easy to understand and accessible manner
  - An ability to effectively represent the views of the organisation to internal and external audiences
- > Good judgement and ability to manage own workload while remaining alert to the need to consult with and update senior staff as appropriate
- > Ability to work as part of a complex team and equally to take the initiative and work with minimal supervision

#### Desirable

- > Experience of working with the media
- > Knowledge of the voluntary and/or advice sectors
- > Experience of managing teams

## 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:** Cycle2Work and everyday technology purchase schemes.
- > **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)



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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)