



Working with us:

Head of HR (Maternity Cover)

Job pack – March 2023



Contents

A note from our CEO, Derek Mitchell	3
About Citizens Advice Scotland	4
Employee Benefits	5
About the role	6
How to apply	7
Job description	8
Person specification	10

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.

Employee Benefits

Our people are our greatest strength and make Citizens Advice Scotland a great place to work. We place our people at the forefront of everything we do, and we offer a wide range of benefits to show how much we value everyone who works for us.

Work-life balance



- > **35 hour full time working week with flexible working opportunities**
- > **Flexitime system**
- > **Options for Blended Working:** please discuss options as part of the recruitment process)
- > **Generous leave:** 30 days annual leave + 10 days public holiday

Health and wellbeing



- > **Occupational Sick Pay:** up to 6 months full pay and 6 months half pay dependant on length of service
- > **Life Assurance Scheme:** financial security and reassurance for employees and their families.
- > **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



- > **Generous Maternity, Adoption and Paternity Pay**
- > **Season ticket loans:** take out an interest-free season ticket loan to save on travelling to and from work
- > **Salary sacrifice schemes:** Various schemes including Cycle to Work and Home Technology schemes.

About the role

- > **Job title:** Head of HR
- > **Location:** Edinburgh (with options for Blended Working)
- > **Hours per week:** 35
- > **Type of contract:** Fixed-term contract (Maternity Cover)
- > **Job Level and Salary Scale:** Level 7, £45,405 - £55,496 per annum (Pending pay award)*

*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:** 03 April 2023, 5pm
- > **Interviews:** TBC

About the job

A member of the senior leadership team (SLT), the post holder has overall responsibility for the day to day management and strategic direction of the HR function at CAS. The post holder leads and supports the development and implementation of the People Strategy by ensuring the effectiveness of the organisation's approach to attracting, selecting, recognising, rewarding and retaining staff.

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.

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 **26 March 2023, 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



Scotland's Citizens Advice Network is an essential community service that empowers people through our local bureaux and national services by providing free, confidential and independent advice.

We use people's real-life experiences to influence policy and drive positive change. We are on the side of people in Scotland who need help and we change lives for the better.

Job description

- > **Position:** Head of HR
- > **Responsible to:** Deputy CEO
- > **Line manager responsibility:** Yes
- > **Budget responsibility:** Yes

Key responsibilities

- > Maintain and implement the People Strategy in line with the CAS Strategic Plan.
- > Operate as an effective member of the senior leadership team and contribute to achieving strategic objectives.
- > Reporting to the People Committee of the Board via quarterly meetings and as otherwise required
- > Overall responsibility for ensuring that HR policies and procedures comply with relevant employment and Health and Safety legislation and that managers and employees are trained on and implement the policies and procedures.
- > Manage and prioritise HR resources to ensure that key objectives of the organisation are met
- > Provide management information and reports on workforce data, e.g. staff turnover, sickness absence.
- > Ensure HR policies and procedures to achieve effective, efficient and legally compliant HR operations
- > Manage compensation and benefits to provide fair and competitive reward and recognition, within financial constraints.
- > To manage overall organisational recruitment to ensure appropriate diverse new talent is sourced to maintain capacity and capability of the organisation
- > Acting as the 'HR expert' to support HR Advisors and managers in dealing with team and individual staff issues including restructures, contract change, grievance, discipline, absence, etc to maintain or improve effectiveness and efficiency
- > To maintain effective employee relations with the recognised trade union

Accountability and Decision Making

- > Acts as the expert on HR matters within the organisation – advises the SLT and CEO/DCEO on strategic HR issues and consults where appropriate
- > Responsible for taking managed risk in order to support the needs of the organisation.
- > Develops policy for new areas often in consultation with SLT and union
- > Most decisions are complex and some will involve calculated risks across different areas of HR

Problem solving and Complexity

- > Able to solve complex operational and strategic issues through a pragmatic and commercially sound approach
- > Problems faced by the jobholder will be around how to support organisational direction of travel, delivering the People Strategy and HR aspects of the strategic plan
- > Problems will be high-profile, sensitive issues relating to employees setting potentially impactful precedents.
- > Problems faced may not have been faced previously and will require assessing risk versus reward, including internal and external impact.
- > Apply a interpret existing policy and procedure, applying a strong working knowledge of employment law to a variety HR issues in order to devise an approach in situations where the best way forward is not clear straightforward.

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.
- > Experience of leading and managing a professional HR function within a small/medium organisation OR leading and managing a sizeable HR team within a larger and more complex organisation
- > Experience of planning and implementing a People Strategy
- > Demonstrable success in leading change and project management
- > Experience in managing organisation risk in dealing with difficult people/organisational issues with could significantly impact the workforce
- > 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.
- > Knowledge of UK employment law and experience of handling discipline and grievance
- > Proven skills in influencing, communication and working collaboratively with stakeholders and employees at all levels
- > Ability to evidence personal drive, innovation, confidence and commitment to engage others, especially in change management initiatives
- > Resilient with flexibility and adaptability to self-manage and work on own initiative

Desirable

- > Chartered Membership of the CIPD

www.cas.org.uk



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The Scottish Association of Citizens Advice Bureaux – Citizens Advice Scotland. Scottish charity (SC016637) and company limited by guarantee (89892)