



Working with us:

Team Coordinator

Job Pack – August 2023



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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.

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**
- > **Flexible working opportunities for everyone**
- > **Flexitime system**
- > **Blended/Hybrid Working**
- > **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.
- > **Annual On-site Employee Health Checks**
- > **Employee Counselling Service**

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.
- > **Independent Financial Advice**
- > **Access to Employee Benefits/Discounts:** including special offers, discounts and deals from over 200 suppliers

Other benefits



- > **Generous Maternity, Adoption and Paternity Pay**
- > **Enhanced occupational Sick Pay**
- > **Family Friendly Policies and Support**
- > **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.
- > **Paid time off to volunteer**
- > **Learning and Developing Opportunities for all**

About the role

- > **Job title:** Team Coordinator
- > **Location:** Edinburgh (with options for Blended Working)
- > **Hours per week:** 35 hours per week
- > **Type of contract:** Perm
- > **Job Level and Salary Scale:** Level 2, £21,532 - £26,319 per annum*

*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:** 14 September 2023, 5pm
- > **Interviews:** 27 September 2023

About the job

To provide efficient support and coordination for all aspects of our Impact Team, which leads on CAS's national policy and communications work.

This is a busy team dealing with proactive and reactive work on a daily basis and as such need support across the sub-teams within the Impact Team to ensure smooth operation of and communication within the section.

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

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:** Team Coordinator
- > **Responsible to:** Co-ordination & Planning Manager
- > **Line manager responsibility:** No
- > **Budget responsibility:** No

Key responsibilities

- > Administrative support:

Provide an efficient administrative function including dealing with correspondence, coordinating business requests from both internal and external sources, and maintaining an effective filing system; support the team

- > Event and meeting co-ordination:

- Co-ordinate and deliver meetings, focus groups and events including managing attendee lists, preparing agendas, coordinating relevant papers and taking minutes. These can be small internal meetings, meetings with senior stakeholders, Committee meetings including the Policy Forum standing committee, large and complex meetings or large external events.

- > Brand and Design:

- Responsibility for the day-to-day management of Brandbase, including supporting the network with brand requirements and creation of network collateral. This to also include the design and production of reports, briefings, and campaign assets using CAS templates.

- > Stakeholder management:

- Ownership of the team's stakeholders contacts database, and coordination and management of stakeholder engagement.

- > Reporting

- Responsibility for the co-ordination and delivery of the team's quarterly and annual reporting.
- to allocate and manage resource ensuring that processes and systems are followed.

- > Undertake other duties as may reasonably be requested by the Director of Impact and Co-ordination and Planning Manager.

Accountability and Decision Making

- > The post holder has responsibility for the effective coordination of the basic functions and processes of the Impact Team.
- > The post holder has the ability to propose changes to the management team on the operational processes and systems based on experience.
- > The post holder is responsible for the delivery of events and meetings which are on time and on budget.
- > The post holder is expected to provide advice and guidance to team members on team processes including how to book travel and raising purchase orders and invoices.

Problem solving and Complexity

- > The post holder will mainly work within existing guidance/policies/procedures. Where there are gaps in existing processes and systems, the post holder will recommend options to the Co-ordination and Planning Manager and work with them to develop and implement new structures.
- > Most problems will be straightforward with known solutions.
- > 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

- > Excellent and proven administrative skills, including arranging and minuting of meetings, tracking and managing actions, and dealing with correspondence.
- > High levels of accuracy, attention to detail and written communication skills, including appropriate usage of different formats and styles.
- > Experience in planning, managing and delivering high profile events.
- > Experience of process development, co-ordination and implementation.
- > Excellent interpersonal skills with the ability to relate successfully to a wide range of colleagues, stakeholders and external contacts.
- > Positive and enthusiastic approach and a willingness to contribute ideas for improvement in the administration of the section.
- > Proven ability to plan ahead, organise and prioritise workload, including the competing demands of large workloads across multiple teams and often within tight deadlines.
- > Ability to work on own initiative with minimum supervision as well as part of a busy team.
- > Experience in working with confidential information and dealing appropriately with it.
- > Excellent IT literacy with a proven ability to use IT packages, including Microsoft Office programmes, in particular Excel and Word.

Desirable

- > Experience in the basic management of budgets, including the recording of expenditure, reconciliation and reporting.
- > Experience of project organisation including the ability to contribute to the development of plans, monitor progress and identify issues.
- > Understanding of the Scottish CAB service aims and familiarity with the work of CAS

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)