



Working with us:

Policy Manager
(Strong Communities)



Job Pack – September 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	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.

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:** Policy Manager (Strong Communities)
- > **Location:** Edinburgh or Glasgow office with options for blended working
- > **Hours per week:** 35
- > **Type of contract:** Permanent
- > **Job Level and Salary Scale:** (Level 5) £33,075 - £40,426 per annum*, commensurate with experience

*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:** 04 October 2023, 5pm
- > **Interviews:** TBC

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.

Policy Managers are responsible for delivery of the policy or advocacy strategy in their particular policy area, which will include development and management of workplan and resources, developing policy positions and undertaking effective advocacy.

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:** Policy Manager
- > **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 areas. 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 officer 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 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 areas of responsibility, with strategic direction provided by the Strategic Lead
- > Expected to make decisions on a day to day basis involving policy positions, 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

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 outwith 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

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)