



# Working with us:

## Volunteer Development Officer

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Job Pack – November 2023



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## 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).

## 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

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- > **Job title:** Volunteer Development Officer
- > **Location:** Edinburgh office with options for blended working
- > **Hours per week:** 35
- > **Type of contract:** Fixed term for 3 years
- > **Job Level and Salary Scale:** (Level 4) £29,948 - £36,603 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:** 22 November 2023
- > **Interviews:** 5<sup>th</sup> and 12<sup>th</sup> December 2023

## About the job

The Volunteer Development Officer will support our vision of being a volunteer led Network. Responsible for developing a range of systems and resources identified through our volunteer strategy and through collaboration with others. The overarching aims of the strategy is to support the CAB Network to recruit, retain and support diverse volunteer roles to continue our work to be an inclusive volunteer network. This is to embed a future proofed model to volunteering that increases a range of accessible volunteer opportunities across the CAB Network and to ensure volunteers have the best experience.

The Volunteer Development Officer will lead and contribute to areas of development that includes resources for recruitment, retention, and well-being of volunteers. They will also support the credit rating of our advisor training programme with the Scottish Qualifications Authority or equivalent body, set up systems for continual feedback, learning and create opportunities to monitor and evaluate key activities in the strategy. In collaboration with CAS colleagues and the Volunteer Support team, the Volunteer Development Officer will ensure communication across the Network is accessible, and will support the Volunteer Support Manager with engagement with external partners and support facilitation at meetings, events, and workshops.

This role offers the opportunity to work at the heart of supporting Scotland's largest independent advice network and to make an invaluable contribution to citizens lives.

## 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:** Volunteer Development Officer
- > **Responsible to:** Volunteer Support Manager
- > **Line manager responsibility:** No
- > **Budget responsibility:** No

### Key responsibilities

#### Development

- > Development of resources and systems to support the Network.
- > Support the development and delivery of the volunteer strategy to meet CAS's strategic priorities.
- > Collaborate and support the development of volunteer practice, understanding the volunteer environment, network, and good practice.
- > Maintain support and develop resources and information on relevant websites.
- > Collaboration with external stakeholders to develop credit rating for the advisor training programme.
- > Maintain monitoring, reporting and evaluation framework to track progress and success of key developments.
- > Support the network to continue to create a volunteer led culture across CAS and the CAB Network.

#### Collaboration

- > Collaborate and communicate with relevant departments in CAS and the CAB Network to ensure all developments are underpinned by an understanding of organisational need and strategic developments.
- > Collaborate and engage with CAS and CAB Network to implement the volunteer strategy to ensure success through engagement and live practice.
- > Collaborate and engage with external partners and stakeholders to support the delivery and development of the volunteer strategy, including relationship building with new partnerships.

#### Continuous Improvement

- > Provide ongoing monitoring, development and ideas to ensure the successful delivery of the volunteer strategy and advisors training programme.

#### Other

- > Undertake any other duties as appropriate.



### Accountability and Decision Making

- > Responsibility for the effective volunteer support to bureaux on a day to day basis and through events.
- > Expected to provide guidance and advice to bureaux based on their own knowledge and experience.
- > Expected to make many decisions within broad guidelines and to general policies covering a wide range of areas of expertise, often in the absence of detailed policies or procedures.
- > Complex or difficult decisions should be referred to the Volunteer Support Manager with a recommendation on the relevant course of action.
- > Work closely with the Volunteer Support team, but day to day is expected to work autonomously with minimal supervision.

### Problem solving and Complexity

- > Most issues will have been experienced before and the post holder would be expected to solve the majority problems using their existing knowledge and experience or by seeking out and referring to existing guidance.
- > Most problems encountered will require some level of investigation and exploration before responding, and in more difficult or complex situations should be discussed with the Volunteer Support Manager.
- > More complex issues may relate to the management of CAB services, these should be discussed with the Volunteer Support Manager.

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

- > Knowledge and experience of the Volunteer landscape in Scotland
- > Experience of supporting or developing projects, from initial proposal to implementation
- > Ability to build relationships to influence with positive outcomes.
- > Excellent communication skills including negotiation, persuasion, presentation and written communications.
- > Ability to work with minimum supervision and under pressure.
- > Competent IT skills: experience of emailing, word processing, spreadsheets and database packages to analyse data, maintain records and produce reports.
- > Demonstrable commitment to working as part of a team.

#### Desirable

- > An understanding of advice services in general and the CAB service in particular.

#### Additional requirements

- > Willingness and ability to travel within the specified geographical area and throughout Scotland as required
- > Flexibility to attend occasional meetings during evenings or weekends if required

[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)