



# Working with us:

Project Coordinator

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Job Pack – February 2024



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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:** Project Coordinator
- > **Location:** Edinburgh/Glasgow office (with options for Blended Working) (min 1 day a week at the office. This is a minimum, but a successful candidate can opt to be office based 5 days per week)
- > **Hours per week:** 35
- > **Type of contract:** Permanent
- > **Job Level and Salary Scale:** Level 3 £26,620 - £32,536 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:** 06 March 2024, 5pm
- > **Interviews:** TBC

## About the job

As the focal point for the allocated projects, you will be responsible for the successful delivery of allocated projects through proactive engagement, communication, planning and reporting with key stakeholders and participating member organisations of Citizens Advice Scotland.

You will support bureaux and ensure they are appropriately resourced, trained, and contracts are managed to achieve and maintain the levels of competence required to deliver a quality service.

You will be responsible to the funder for all stages and aspects of projects, reporting back via formal mechanisms to demonstrate the project is meeting its compliance and quality standards and any targets.

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

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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:** Project Coordinator
- > **Responsible to:** Lead Project Manager
- > **Line manager responsibility:** No
- > **Budget responsibility:** Yes

### Key responsibilities

- > Implement allocated National Project(s) ensuring effective delivery of a quality service for clients and funders, following CAS project governance and processes, developing and maintaining project plans and documentation.
- > Manage funding agreement (between Citizens Advice Scotland and the funders), and the grant agreements (between Citizens Advice Scotland and participating bureaux), ensuring the delivery of project objectives are on time and within budget, and addressing any problems which arise
- > Develop and maintain constructive relationships with key stakeholders via ongoing communication/consultation, including with the Citizens Advice Network in Scotland.
- > Develop mechanisms to monitor local delivery and share good practice
- > Co-ordinate the overall quality management of the service including continuous improvement following agreed processes for the project
- > Overseeing the marketing of the service, ensuring this meets any branding requirements, and makes efficient promotional use of available contact databases, partner networks (including local authorities) and media contacts
- > Producing accurate and timely statistics and information on the project which meet the needs of funders and other stakeholders
- > Produce accurate and timely reports, statistics and information on the project which meet the needs of funders, partners and the Network
- > Establishing / participating in project advisory groups at different levels as required
- > Managing the project budget with awareness of the project financial model and payment schedule, in line with delegated authority
- > Coordinate a project team including those supporting from other functions within CAS and shared project resource
- > Work as part of the overall National Projects department- ensuring consistency and learning from the other national project services and carry out other duties as may be reasonably requested to support the work of the National Projects Team

### Accountability and Decision Making

- > The post holder is responsible for managing and prioritising their own day to day work load with overall direction and tasks driven by their line manager and within project parameters



- > The post holder will have a level of autonomy to make decisions about the day to day operational delivery of the service with Lead Project Coordinator and/or National Projects Leadership Team acting as a line of approval in complex or risky issues.
- > The post holder will be able to make recommendations and propose changes to the Project Leadership Team or funders based on knowledge, sound judgement and experience as a core part of the role.
- > Working under the direction of their line manager, the post holder is expected to work with minimal supervision on a day to day basis and use their own judgement and communication skills to respond to emerging events.

### **Problem solving and Complexity**

- > The type and scope of problems encountered varies on a day to day basis, so the post holder must demonstrate problem solving skills, flexibility in approach and logical thought processes to deal with the issues presented.
- > Ability to solve complex, technical problems e.g. delivering the service in the context of tight timescales whilst ensuring targets are still met

The above job description is not exhaustive and is clarified to include any other such duties as may be reasonably and broad duties inherent in the post.

## Person specification

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### Knowledge, skills and experience

#### Essential

- > Experience of successful project management including execution, ongoing management and close out, to deliver quality services
- > Experience of project change and monitoring project risks, with experience in the use of Management Control and Reporting systems including data analytical tools
- > Experience of building and maintaining external stakeholder relationships
- > Experience of successfully co-ordinating project teams
- > Experience of managing project budgets
- > Experience of managing contracts / agreements
- > Excellent interpersonal, influencing and negotiating skills
- > Excellent written and oral communication skills, including report writing and presentation skills which must be at a standard suitable for high level stakeholders such as funders and CAS Board, with accuracy and attention to detail.
- > Experience of coordinating, planning and prioritising tasks to meet tight schedules and deadlines, working well under pressure with minimum supervision
- > Proficient user of IT, including technology in project planning and reporting

#### Desirable

- > Experience of PRINCE 2 project management methodologies or similar
- > Experience of EOI and ITT development and submission of bids and tenders with a working knowledge of UK Government and / or Scottish Government PCS systems and processes
- > Knowledge of the work of advice agencies

#### Additional requirements

- > Some minimal travel may be required within the UK, involving work out with normal office hours and overnight stays

[www.cas.org.uk](http://www.cas.org.uk)



[@CitAdviceScot](https://twitter.com/CitAdviceScot)



[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)