



**Working together for a
fairer Scotland.**

Administration Officer
(Network Services)



A note from our CEO, Derek Mitchell

“Thank you for your interest in joining Citizens Advice Scotland (CAS). 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 CAS 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 from 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, Chief Executive Officer
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**
- > **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
- > **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:** Administration Officer (Network Services)
- > **Location:** Edinburgh or Glasgow office
- > **Workplace type:** Hybrid 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:** 21 hours per week
- > **Type of contract:** Fixed term contract until 31 March 2026
- > **Job Level and Salary Scale:** Level 2, £22,393 - £27,372* (pro rata), 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: Please ensure you submit your application no later than 28 June 2024, 5pm

Interviews: Interviews for this role will take place on 18 July 2024

About the job

To provide administrative and analytical support to the Network Services team in order for the team to deliver their core programme of work to the Network.

This programme of work consists of a number of areas of development that are being delivered and implemented using a co-design model with representation from across our CAB Network.

The Network Services Team helps bureaux across all Scottish communities to help themselves, being inspired by their actions, supporting them, and offering them guidance and opportunities for initiating social change and making improvements to their own communities through their services.

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.

Job description

Job title: Administration Officer (Network Services)

Responsible to: Network Services Manager

Line manager responsibility: No

Budgetary responsibility: No

Provide an effective and efficient administration and support service to the Network Services Team through:

- > Ensuring administrative tasks are completed timeously according with set schedules.
- > Supporting and organising events such as meetings: preparing agendas, papers and taking minutes of meetings; supporting Citizens Advice Scotland governance meetings and ensuring efficient coordination and documentation of proceedings.
- > Maintaining up-to-date records of the team's activities and action plans.
- > Responding to, and the management of, correspondence with representatives from Citizens Advice Scotland and the Network, to optimise effectiveness and efficiency of administration.
- > Supporting the collation, analysis and reporting of statistical and qualitative data for a range of different purposes and audiences.
- > Supporting the maintenance and regular updates of web pages/other platforms including any transitions to new systems to ensure they remain current and functional.
- > Being the main point of contact for on-line platforms that support bureaux.
- > Provide support on finance matters in the electronic finance system: setting up purchase orders, following up invoices, ordering goods and ensuring compliance with finances procedures.
- > Provide any other relevant administrative and support duties required.

Accountability and Decision Making

- > The post holder will be expected to make decisions related to administrative issues within specified boundaries.
- > Many tasks have set timescales or deadlines, but the post holder will largely be responsible for managing their own time.
- > In new situations or those outside the day to day activities of the role, the post holder will be expected to consult their line manager.
- > Guidance will be available from line manager as required.

Problem solving and Complexity

- > The type and scope of tasks will be largely routine in nature and the postholder will have the ability to use their initiative.
- > In handling problems, the post holder will usually be able to establish solutions from procedures or experience.
- > The post holder will be required to maintain attention to detail to ensure administrative duties are carried out efficiently.
- > The post-holder will work within agreed team procedures to solve problems and communicate effectively to resolve issues that may require further exploration or investigation.

The above job description is not exhaustive and sets out broad duties inherent in the post.

Person specification

Knowledge, skills and experience

Essential

- > Proven experience in a range of administration skills, including the ability to deal with correspondence, calls, and emails, arranging and taking minutes of meetings.
- > Experience of working with on-line platforms.
- > Proficiency in Microsoft Office programs, in particular Excel, Word, Teams and PowerPoint.
- > Ability to work as part of a team, with strong interpersonal skills and the ability to relate successfully to a wide range of colleagues, stakeholders and external contacts.
- > Excellent communication skills, including appropriate usage of different formats and styles.
- > Excellent organisational skills and the ability to meet tight deadlines.
- > Ability to work on own initiative, including planning and prioritising workload.
- > Ability to learn new software skills.

Desirable

- > Understanding of the Citizens Advice Bureaux service and the way in which it works.
- > Experience of finance matters relating to administration of purchasing and processing of invoices.

Additional requirements

- > Willingness and ability for occasional travel throughout Scotland as required

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)