

A photograph of a man and a woman in an office environment. The man is on the left, looking towards the right. The woman is on the right, wearing glasses and a yellow top, smiling and looking at a computer screen. The background shows office desks with monitors and chairs.

**Working together for a fairer
Scotland.**

Project Engagement Officer



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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:** Project Engagement Officer (National Projects)
- > **Location:** Edinburgh or Glasgow
- > **Workplace type:** Hybrid working. You will be required to work a minimum of 1 day per week in the office. This is a minimum, but you may opt to be office based up 5 days per week
- > **Hours per week:** 35
- > **Type of contract:** fixed – term contract until 31 March 2026
- > **Job Level and Salary Scale:** Level 3, £27,685 - £33,837 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:** 31 July 2024
- > **Interviews:** TBC

About the job

The Project Engagement Officer works as an integral part of the national projects team, with their primary role being to support the evaluation and review as well as the future execution and delivery of projects through proactive engagement, communication, planning and reporting with key stakeholders and participating member organisations of Citizens Advice Scotland.

The role will ensure both external and internal stakeholders are communicated with regularly, particularly on matters relating to new projects, service development and changes affecting advice delivery. The role will foster a member-focused culture, and support colleagues to communicate and engage members effectively on related matters.

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

- > **Position:** Project Engagement Officer (National Projects)
- > **Responsible to:** Project Lead
- > **Line manager responsibility:** No
- > **Budget responsibility:** No

- > Use of a variety of mechanisms, channels and tools to engage and communicate with stakeholders, thereby helping to support the implementation and development of the projects
- > Secure, develop and maintain effective stakeholder relationships across local Citizens Advice Bureaux and with other key stakeholders as required
- > Responsibility for liaising with a set group of bureaux and communication between these, the project team and the engagement team
- > Continuously engage in information gathering and feedback activities with member organisations of Citizens Advice Scotland, including:
 - reviewing the delivery of the project
 - gathering feedback from local Citizens Advice Bureaux about how national and regional services are performing
 - Proactively identifying emerging or potential issues and take appropriate action
 - Share all relevant information gathered as required in a clear and timely manner
- > Actively share and communicate work being done across the service, encouraging local Citizens Advice Bureau to adopt best practice
- > Work closely with Citizens Advice colleagues across various departments to improve project performance in all areas: quality assurance, training, IT, social policy etc.
- > Raise awareness of and build support for relevant service developments and activities
- > Provide network engagement support and advice to other CAS colleagues
- > Assist with all elements of project delivery including supporting with quarterly reports, data analysis, and monitoring progress and development

Accountability and Decision Making

- > As a key member of the National Projects team, you will be responsible for managing a variety of engagement activities with key stakeholders. You will be required to develop engagement plans and associated activities as well as implementing supporting communications. You will be required to analyse and review responses and then collate and present on the findings and make recommendations.
- > Expected to work autonomously and be able to report back on progress and issues, identifying trends to make recommendations

Problem solving and Complexity

- > Problem solving and role complexity will be mostly around managing challenging relationships and finding solutions where there is no precedent or obvious guidance
- > Required to work both independently and collaboratively with others to find creative and innovative solutions
- > Use of influencing, negotiation, persuasion skills to enable the delivery of positive solutions working with a variety of stakeholders

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

- > Proven ability to analyse complex information, make decisions and formulate recommendations quickly, communicating information clearly and accessibly
- > Excellent interpersonal and communication skills, with proven experience of working collaboratively with various individuals and groups
- > Experience delivering complex information to varied audiences
- > Adaptability and an understanding of the different drivers of engagement and the different approaches required for different audiences
- > Proven ability to influence and negotiate with key stakeholders and colleagues
- > Proven ability to plan and work effectively in a dynamic project environment with a changeable workload
- > Ability to work with empathy, patience and compassion while maintaining successful working relationships
- > Resilience in the face of challenges and conflicting priorities
- > A proactive, creative approach to work as well as willingness to learn

Desirable

- > Experience in developing and delivering national communication and marketing strategies
- > Experience working in the third sector and/or a member-focused organisation and an understanding of funding landscapes

Other requirements of the role

- > Opportunity to visit bureaux in person, travel within the specified geographical area and throughout Scotland as required

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)