



**Working together for a  
fairer Scotland.**

Learning and Standards  
Officer



## A note from our CEO, Derek Mitchell

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“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

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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**
- > **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

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**Job title:** Learning and Standards Officer

**Location:** Edinburgh 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:** 35

**Type of contract:** Permanent

**Job Level and Salary Scale:** Level 4, £31,146 - £38,067 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:** Please ensure you submit your application no later than 13 September 2024

**Interviews:** Interviews for this role will take place on 26<sup>th</sup> September 2024

## About the job

Learning and Standards Officers work as part of the Learning and Standards team to provide an audit service and a variety of learning opportunities and materials to support Citizens Advice Bureaux (CAB) to achieve and maintain the quality standards set out in the Scottish Association of Citizen Advice Bureaux (SACAB) Membership Scheme.

In addition, to assist the Learning and Standards Manager with reviewing and updating the audit process, learning materials and learning opportunities provided for Citizens Advice Bureaux to include changes to legislation and, where necessary, include other relevant organisations' standards to ensure the robustness of the process.

Specific areas of responsibility will be determined based on operational need and taking into account the skill set and experience of each individual within the team.

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

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**Job title:** Learning and Standards Officer

**Responsible to:** Learning and Standards Manager

**Line manager responsibility:** No

**Budgetary responsibility:** No

### Key responsibilities

- > Develop, review and maintain learning resources in a variety of formats to support the delivery of training for bureaux, ensuring all required quality standards are met
- > Provide guidance and support to bureau tutors and managers to contribute to the continuous improvement of training practice within the service
- > Identify need, develop and/or deliver and evaluate face-to-face and online courses for supporting the delivery of multi-channel advice, ensuring all materials are consistent and up to date
- > Contribute to identifying the most effective approach to meet learning needs, taking into account resources and timescales
- > Carry out quality of advice assessments for the CAS Membership Scheme using the CAS quality of advice assessment tools in-line with agreed guidelines to ensure all member and any probationary member bureaux are working to maintain high standards of advice provision.
- > Provide support and training for bureau case assessors and bureau tutors to achieve and maintain competence.
- > When required, carry out a gap analysis on behalf of member bureaux that have not complied with the required quality of advice standards, in order to identify specific issues that need to be addressed.
- > Advise the Learning and Standards Manager of any issues with practices and procedures that arise during the quality of advice assessment and which may have an impact upon the overall organisational audit.
- > Contribute to the provision of the audit service to CAB by carrying out organisational audits of individual bureaux to measure compliance with membership standards.
- > Contribute to identification and analysis of and response needed to issues arising from quality audits.
- > Promote effective working relationships with other sections within CAS and external bodies to secure equivalence agreements with all relevant quality assurance schemes within the objectives of the CAS strategic plan
- > Where appropriate, provide support and guidance to bureaux applying for accreditation against National Standards for Information and Advice Providers to ensure external recognition of the CAB service quality

## Accountability and Decision Making

- > Responsibility for the effective provision of support and advice for their designated area on a day-to-day basis and exercising professional judgement in doing so
- > Accountable for ensuring accuracy of learning content and therefore for the standards of advice in bureaux
- > Responsible for undertaking the SACAB membership quality of advice audit process in line with membership standards and ensuring the process is implemented correctly, accountable for actions of bureaux taken on their advice
- > 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 Learning and Standards Manager with a recommendation on the relevant course of action.
- > Learning and Standards Officers will work closely with the Learning and Standards Manager, but day to day are expected to work autonomously with minimal supervision.
- > Expected to provide guidance and advice based on their own knowledge and experience which will need to involve considerable expertise in their designated areas

## Problem solving and Complexity

- > Complexity comes from the wide variety of issues which may be experienced, resulting in a diverse range of tasks which are often unexpected and need to be reactive to current issues
- > 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 Learning and Standards 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

- > EITHER 1) Experience in a quality-auditing role, OR 2) Experience of training provision, including needs analysis, instructional design, delivery, presentations, group work facilitation and evaluation
- > Experience of working within established quality standards
- > Demonstrable experience of relationship building and excellent interpersonal skills
- > Experience of driving change and continuous improvement
- > Good oral and written communication skills
- > Good analytical skills
- > Good level of IT literacy (MS Office)
- > Experience of working on own initiative and managing own workload
- > Experience of working as part of an effective team
- > Ability to work to strict deadlines and under pressure

#### Desirable

- > Experience of working within the voluntary sector, either paid or unpaid
- > Experience and/or understanding of advice work
- > A recognised audit qualification
- > A recognised training qualification

#### Additional requirements

- > Ability to Travel throughout Scotland and occasionally the rest of the UK (overnight stays may be required)



[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)