



**Working together for a
fairer Scotland.**

Operations Officer
(Help to Claim)



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: Operations 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: Fixed term contract until December 2025

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: Please ensure you submit your application no later than 04 October 2024.

Interviews: TBC

About the job

Citizens Advice Scotland runs a series of national specialist services as projects which require centralised project co-ordination and support. The Operations Officer will work alongside the rest of the allocated project team, ensuring successful delivery and continuous improvement as appropriate.

Key responsibilities of the role are systems and resource co-ordination, monitoring, analysis and reporting of helpline operations. This includes resource forecasting and rota management; monitoring against agreed KPIs and performance measurements; maintaining accurate project information and analysis of performance statistics. Compiling, and issuing management information reports. The post holder will be expected to highlight any issues identified and submit recommendations to inform decisions on future service development and changes affecting operational delivery.

The Help to Claim digital service is delivered by the bureau network, providing the advice and support people need. The Operations Officer must have the ability to build and maintain good relationships with the network, communicate clearly and proactively gather information from a wide stakeholder and participation base, ensuring deadlines are met and quality of service is maintained. The post holder will also take a key role in the development, implementation and continual improvement of relevant business procedures, products, tools and processes that relate to the delivery of the Universal Credit digital client-facing 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: Operations Officer

Responsible to: Project Manager

Line manager responsibility: No

Budgetary responsibility: No

Key responsibilities

- Resource management co-ordination in support of the national Help to Claim operations such as resource forecasting, rota management and monitoring of helpline activities against agreed KPIs and performance measurements to ensure efficient and effective operational delivery.
- Maintain network systems and processes for service delivery, monitoring and management to ensure effective and consistent delivery of the work of the team and that all project requirements and targets are met.
- Supervise the functionality of technical systems (such as telephony, webchat and video platforms), and provide first line technical support, escalating to IT colleagues as required.
- Work with participating bureaux to ensure the delivery of the digital helpline service in accordance with agreed contractual, grant and/or Membership requirements using a range of approaches both formal and informal.
- Identify potential and current issues, proactively seeking solutions and ensuring that these are raised with relevant colleagues in Citizens Advice Scotland as necessary.
- Build and maintain good relationships with the bureau network, communicate clearly and proactively gather information, ensuring deadlines are met and quality of service is maintained.
- Co-ordination of national helpline operations such as rota management and monitoring of helpline activities against agreed KPIs and performance measurements to ensure efficient and effective operational delivery.

Accountability and Decision Making

- > Manage and prioritise day to day workload, with overall direction monitored by the project lead
- > Focus on operational elements of service delivery to ensure high quality service to clients by the network
- > Make decisions, with a level of autonomy, about the day-to-day operational delivery of the service, including taking action where agreed network service levels are not being met
- > Present solutions to complex or risky issues to the project lead for approval.
- > Ensure the project strategies and work plans are fully integrated across relevant work plans and the Citizens Advice service.
- > Propose changes to project lead based on knowledge, experience, and analysis of operational data.
- > Contribute to the evaluation of projects and implement lessons learned in future work.

Problem solving and Complexity

- > Focus on operational elements which support service delivery for complex or challenging projects, for example where there are multiple stakeholders or significant levels of funding, or where some liaison with senior stakeholders is required
- > Problem solving in areas such as acting on performance issues to ensure project targets, requirements and deadlines are met, capturing, and interpreting relevant information and data, managing queries and issues, and ad hoc reporting.
- > Planning for and completing the transition of new and/or improved services into business-as-usual operations.
- > 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.
- > Resolution of one-off ad hoc problems.
- > Required to work both independently and collaboratively with others to find creative and innovative solutions.

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

- > Ability to plan and work effectively under pressure and to deadlines, demonstrating accuracy and attention to detail
- > Proven ability to work within a team responsible for managing the delivery and continuous improvement of high-quality client-facing services across multiple locations.
- > In depth understanding of how client facing services operate and performance is measured, including the management of services in accordance with set Key Performance Indicators.
- > Proven ability of working to project management methodology, including the ability to work to project plans, targets and monitor progress
- > Proven ability to assimilate and analyse complex information and issues quickly and communicate well thought out solutions clearly, concisely and persuasively verbally and in writing.
- > Excellent interpersonal and communication skills and an ability to build and maintain effective working relationships internally and externally at all levels.
- > An understanding of the needs of a diverse client base, in particular the need to make reasonable adjustments for disabled clients
- > Proven ability to use IT packages, including word processing, spreadsheets, presentation packages, email, maintain an electronic diary and the ability to use or learn to use other packages as necessary.

Desirable

- > Knowledge of industry standards with regards to accessibility of technology solutions and putting the user (particularly disabled users and clients) at the heart of everything we do.
- > Direct knowledge of, and experience with, advisory services.
- > Experience of working within a public or voluntary sector corporate environment.
- > Knowledge of the Citizens Advice service.

Other requirements of the role

- > Office work required to ensure network systems accessibility for Real Time monitoring.
- > To maintain real time systems coverage, one of the two operations officers is always required to be available Monday – Friday, less the contractual Help to Claim public holidays.

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)