



**Working together for a fairer
Scotland.**

Lead Project Support Manager



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: Lead Project Support Manager

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 6, £38,067- £46,528 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: 10 November 2024

Interviews: 19 – 22 November 2024

About the job

Citizens Advice Scotland is responsible for developing, implementing, and managing a series of projects which enable and support various national specialist services to be delivered with our network of 59 Citizens Advice Bureaux. The Lead Project Support Manager will have direct responsibility and accountability for the Project Management Office (PMO) and for ensuring effective service delivery and compliance.

Working alongside the Lead Project Delivery Manager your role includes managing a PMO team of Project Officers and coordinating their resource across projects within a matrix environment. You will also be responsible for coordinating support from other departments across the organisation to ensure consistency of delivery and meeting contractual obligations. Acting as a key departmental representative with our Network of Citizens Advice Bureaux, you'll be responsible for liaising with Bureaux Chief Executives and Managers across Scotland along with other key stakeholders.

The PMO coordinates management information, data, and analysis requirements against governance, project controls and reporting needs, including programme level risk, change and performance management. You will be responsible for developing and co-designing

new and innovative PMO tools and resources to meet future service needs and support for our systems, processes and procedures. Your aim should be to ensure our department delivers consistently and effectively, whilst proactively forecasting and anticipating future needs. This will be underpinned through maintaining the PMO's focus on continuous improvement and a quality-of-service cycle of review and assessment.

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: Lead Project Support Manager

Responsible to: Director of Business Development and National Funded Services

Line manager responsibility: Yes

Budgetary responsibility: Yes

Key responsibilities

- > Ensure the Project Management Office is able to proactively support the requirements for different services through each stage of the project lifecycle, ensuring deliverables are accurate, timely and being provided in the most efficient and effective way and to the required standard.
- > Lead the team by example and in line with the values and culture of the organisation, motivate and support the team and foster a collaborative and engaging work environment.
- > Maintain a Project Management Office resourcing plan and forecast to support service delivery with competent and qualified resources.
- > Maintain efficient and effective management controls and reporting, including risk and change management, service assurance at the programme level and ensure these systems, processes and procedures are embedded and being followed at an individual project / service level.
- > Develop and embed best practices to improve performance and efficiency, identify lessons learned and drive continuous improvement.
- > Manage key stakeholder relationships, ensuring proactive communications and engagement to ensure collaborative working across existing and future projects.
- > Coordinate and support internal governance requirements including the development and production of associated papers, reports and presentations for individual National Projects / services along with acting as the responsible officer for the application of and compliance to the National Projects Service Assurance Policy and Funding Allocations Model.
- > Support the successful start-up, implementation and transition of new projects / services to the nominated project delivery team.
- > With the Lead Project Delivery Manager ensure all financial and budgetary controls and forecasting / virement action are being undertaken through a proactive and challenging review process.
- > Lead on specific support projects, as allocated, across the project life cycle ensuring effective management controls, reporting and service delivery and assurance are in place.
- > Ensure compliance across the portfolio of services against legislative, regulatory, financial and contractual obligations.

Accountability and Decision Making

- > Accountable for the implementation and maintenance of a coherent and effective management information control and reporting system across all projects and involving all stakeholders.
- > Accountable for maintaining service delivery performance across the National Projects portfolio in accordance with contractual terms and conditions including any KPIs and reporting requirements.
- > Accountable for ensuring the organisational business development strategy is integrated within the National Projects delivery plan, proactively supporting the recommissioning of existing services through retention, change and growth.
- > Expected to make complex decisions and represent Citizens Advice Scotland, as well as managing stakeholder expectations, on a day-to-day basis.
- > Seen within CAS as the expert on project management support. Providing operational advice and guidance to senior management and being a key decision maker in these matters.
- > The post holder should work autonomously and require minimal support and guidance from Senior Management colleagues, only referring on unusual or unprecedented issues.
- > Responsible for ensuring all the necessary governance, contractual compliance and management controls are established across the National Projects programme.

Problem solving and Complexity

- > Expected to manage a large number of complex issues and competing priorities, working within tight timescales.
- > Ability to work collaboratively, utilising virtual teams and working within a matrix organisation to achieve the desired results and outcomes.
- > Required to use judgement and expertise to reach decisions that are in line with Citizens Advice Scotland's values and strategic aims.
- > Development of options, typically requiring significant investigation, interpretation, exploration, and analysis to resolve problems and present these in a logical and clear manner either in writing or via a presentation.
- > Expected to solve most problems without support, referring to Senior Management only in cases of unusual or unprecedented issues.

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

- > A track record in successfully managing and supporting the delivery of projects / services, at scale, within a programme or portfolio management context, including planning, monitoring, reporting, and resource management.
- > Experience and understanding of all aspects of project management throughout the project lifecycle including project concept development, project start-up and implementation, exit and close out including transition planning, effective project performance monitoring and reporting, project resource management including functional support.
- > Good understanding of risk management, change management, performance monitoring, reporting and service assurance.
- > Good understanding of governance at the project, programme and organisational levels both internally and with funders.
- > Excellent written and oral communication skills with an ability to summarise complex information with clarity, brevity, and speed to engage with a wide audience.
- > Excellent stakeholder management and influencing skills with the ability to interface at all levels.
- > Experience of contract, procurement and sub-contractor management.
- > Experience of budgeting and financial planning.
- > Ability to generate innovative and different approaches to ensure effective service delivery and compliance.
- > Sound time management and ability to work to deadlines and prioritise work effectively.
- > The ability to think strategically and analytically, with sound decision making skills.
- > Awareness that the Citizens Advice service users are at the heart of everything we do.

Desirable

- > Professional qualifications, such as, PRINCE 2, AGILE, PMP or equivalent.
- > Membership of a professional body such as APM or equivalent.
- > Knowledge of the voluntary sector and the work of Citizens Advice Scotland.

Additional requirements

- > Willingness and ability to travel within Scotland and occasionally within the rest of the UK involving work out with normal office hours and overnight stays.
- > Understanding of and commitment to the aims and principles of the Citizens Advice service.

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)