



**Working together for a  
fairer Scotland.**

Policy Officer  
(Financial Health/Strong  
Communities)



## 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:** Policy Officer
- > **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:** 35
- > **Type of contract:** Permanent
- > **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:** 19 January 2025

**Interviews:** Interviews for this role will take place on 29 January 2025

## About the job

The Impact team at Citizens Advice Scotland seeks to achieve positive change through two main routes:

- Informing and empowering individuals to take action through information, education and campaigning
- Changing policy, practice and law

We work with governments, regulators and business at a UK and Scottish level on improving areas of particular detriment, undertake research and deliver awareness and education campaigns.

Policy Officers are responsible for supporting the delivery of projects within the Citizens Advice Scotland Impact Workplan across different policy areas.

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:** Policy Officer

**Responsible to:** Policy Manager

**Line manager responsibility:** No

**Budgetary responsibility:** No

### Key responsibilities

- > To work as part of a policy team to contribute to developing and delivering social change in line with Citizen Advice Scotland's Impact Framework
- > To develop an excellent understanding of relevant policy issues and have the flexibility to work across different policy areas as required.
- > To support the development of evidence-based policy, focused on the interests of citizens and consumers.
- > Working with both Impact Team Managers and Senior Policy Officers, to identify potential research projects focused on the interests of citizens and consumers using appropriate analytical frameworks, methods and tools.
- > To analyse qualitative and quantitative data from a wide range of sources in order to produce regular reports to inform policy development.
- > To prepare written materials including research reports, written briefings and policy submissions and consultation responses.
- > Working with both Impact Team Managers or Heads of Impact Teams as required, develop constructive relationships with policy makers, politicians, regulators and other relevant public, private and third sector organisations in order to effectively represent the interests of consumers and clients of the Citizens Advice network in Scotland, and influence change for their benefit.
- > Working with the Impact Team Managers, ensures network engagement in their area of delivery, in conjunction with wider team members.
- > May be required to carry out media interviews, speak at relevant events or provide evidence to parliamentary committees to promote the interests of consumers and clients of the Citizens Advice network in Scotland.
- > To work closely with colleagues across Citizens Advice Scotland, and the wider network, to achieve strategic outcomes.
- > To undertake any other duties as may be reasonably requested by their line manager.

### **Accountability and Decision Making**

- > Will be required to make decisions within broad guidelines and general policies which may need to be adapted to particular circumstances in the absence of detailed policies or procedures
- > Work within policy evidence base to determine CAS's policy response to changes in policy and practice.
- > Responsibility for the delivery of work assigned to them by the Impact Team Managers on time.
- > Working under the direction of the Policy Manager, expected to work with minimal supervision on a day to day basis and use their own judgement and communication skills to respond to emerging events.

### **Problem solving and Complexity**

- > Problem solving and analytical skills required to analyse the potential impact of changes in policy, practice and legislation on current and future consumers, and clients of the Citizens Advice network in Scotland.
- > Ability to analyse quantitative and qualitative evidence to a high standard.
- > Able to plan and deliver strategies that promote the organisation's view and evidence on particular policies and legislation.

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

- > Relevant degree or equivalent professional experience or qualification.
- > Demonstrable knowledge and understanding of relevant policy areas across the UK and Scotland (and the EU where relevant), including any associated regulations.
- > Analytical thinker with the ability to identify and work on potential research and policy projects.
- > Ability to effectively interpret quantitative and qualitative data
- > Experience of influencing and external policy/decision making
- > Excellent written and oral communication skills including the ability to analyse complex material and present the results in a clear and concise, easy-to-understand and accessible manner.
- > Good judgement and ability to manage own workload whilst remaining alert to the need to consult with and update senior staff as appropriate.
- > Ability to work as part of a team and equally to take the initiative and work with minimal supervision

#### Desirable

- > Experience in a similar role
- > Experience of managing research projects.
- > Experience of working in media, government or political environments.



[www.cas.org.uk](http://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)