



**Working together for a  
fairer Scotland.**

**Transformational Change  
Manager**

Fixed-term contract  
(maternity cover)



## 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:** Transformational Change Manager

**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:** fixed-term contract (maternity cover). The role is being recruited to support delivery of work during a period of maternity cover and will be for a minimum period of 12 months, which may be extended dependant on circumstances.

**Job Level and Salary Scale:** Level 6, £38,067- £46,528 per annum 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 **02 March 2025**.

**Interviews:** TBC

## About the job

As a key member of the transformational change team, you will support the delivery of strategies and initiatives designed to foster a supportive, inclusive, and high-performance organisational culture across the network. Reporting to the Head of HR and Transformation, you will manage and oversee specific projects and activities that contribute to the successful implementation of the CAS Strategic Plan and transformation agenda.

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:** Transformational Change Manager

**Responsible to:** Head of HR and Transformation

**Line manager responsibility:** No

**Budgetary responsibility:** No

### Key responsibilities

- > Work closely with the Head of HR and Transformation and key stakeholders to deliver initiatives that align with the organisational vision and values.
- > Plan, execute, and oversee transformational change projects, ensuring they are delivered on time, within scope, and on budget.
- > Implement strategies to support cultural and operational transformation across the network, including communication plans, training, and support mechanisms.
- > Conduct research and provide evidence-based recommendations to support change efforts, utilising data to inform and adapt strategies as required.
- > Identify and address challenges that arise during change implementation, ensuring risks are managed effectively and solutions are both pragmatic and innovative.
- > Build and maintain strong relationships across all levels of CAS and the wider network, ensuring effective communication and engagement with change initiatives.
- > Ensure robust governance and reporting structures are in place for all change initiatives, contributing to their transparency and accountability.

### Accountability and Decision Making

- > Work under the guidance of the Head of HR and Transformation, exercising autonomy in managing assigned projects.
- > Provide advice and recommendations on project-related issues to senior leaders and stakeholders.
- > Make decisions on project priorities, resource allocation and timelines, escalating significant risks or issues to the Head of HR and Transformation as necessary.

### Problem solving and Complexity

- > Able to address operational challenges associated with transformation initiatives, applying a structured and evidence-based approach to problem solving.
- > Problems will often involve balancing immediate organisational needs with long-term transformational objectives, requiring careful prioritisation.
- > Able to solve operational issues through pragmatic, commercially sound solutions that align with organisational goals.

- > Problems may be high-profile, and solutions may not satisfy all stakeholders, necessitating effective communication and compromise.
- > Challenges encountered may not have been faced previously, and under the guidance of the Head of HR and Transformation, require a balanced assessment of risks versus rewards, considering internal and external impacts.

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

- > A degree level qualification, preferably in a business-related discipline, or significant relevant experience.
- > Demonstrated experience in managing transformation projects in a complex environment.
- > Proven ability to manage competing priorities and deliver results under pressure.
- > Excellent communication and interpersonal skills, with the ability to influence and engage diverse stakeholders.
- > The ability to convey a compelling and engaging vision of change.
- > Experience of translating strategy into delivery through plans, programmes, people, and culture.
- > Ability to develop and encourage innovative ideas to drive improvement.
- > Resilient, proactive and outcomes-focused.

#### Desirable

- > Experience of working in the third-sector.
- > Professional certification in project management.



[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)