



<b>Job title:</b>	<b>Advice Services Manager – Welfare Rights and Employment</b>
<b>Reporting to:</b>	Chief Executive (this line management may be subject to review)
<b>Location:</b>	<p>Working across various locations to provide dedicated time in each of Citizens Advice Edinburgh's primary service locations across the city, currently:</p> <p>23 Dalmeny Street, Edinburgh, EH6 8PG 58 Dundas Street, Edinburgh, EH3 6QZ 8A&amp;B Bath Street, EH15 1EY 31-33 Pennywell Road, EH4 4PJ</p> <p>Depending on the needs of the service, work may be carried out at outreach locations throughout Edinburgh and the Lothians as required.</p>
<b>Salary:</b>	£31,303.68
<b>Benefits:</b>	25 days annual leave and 10 public holidays pro rata and a 7% employers contribution pension
<b>Hours:</b>	Full time - 35 hours per week (Monday to Friday, core hours are 09:00 – 17:00). Flexible working policy applies. Part time hours may be considered as part of a job share
<b>Term:</b>	Permanent

### **The application process**

Application deadline:	<b>Thursday 24 July 2025 at 22:00.</b>
Interview date:	<b>Tuesday 29 July 2025</b>
Interview location:	Online using Teams.
Interview format:	10 minute presentation and 50-minute panel interview.

**Please email your applications to [benjaminnapier@cabedinburgh.org.uk](mailto:benjaminnapier@cabedinburgh.org.uk)**

## **Purpose of Role**

Citizens Advice Edinburgh (CAE) exists to serve its community and meet their need for information and advice, in the most accessible format. Volunteers are at the heart of that service, advocating a model of community social responsibility and resilience. A key part of this role, is to support the delivery of advice in a way that grows and adapts to the needs of the community and changes in line with policy and legislation, where volunteers from across the community are supported to gain the knowledge, skills and confidence to help others in need. In addition, you will be responsible for the delivery of comprehensive welfare rights and employment advice services across the city, in accordance with Citizens Advice Membership Standards and Scottish National Standards for Information and Advice Providers.

As well as helping to oversee our holistic advice service, in conjunction with the Advice Services Management Team, you will provide welfare rights and employment advice expertise, including management oversight of complex case management, training, coaching and supervision of general and specialist advisers (both staff and volunteers), ensuring policy and practice meets all legal and regulatory quality of advice standards and working as part of the management team to ensure continuous development of our services.

A key part of this role will involve examining management information – primarily samples of case records and case checking – to identify any gaps in consistency of approach and practice across all CAE services and specialist oversight of our welfare rights and employment advice. You will work in partnership with other advice services managers, the Projects Manager and the CEO, identifying actions that need to be taken to improve practice.

You will work as part of the management team to pro-actively ensure that we maintain the knowledge, skills, expertise and resources necessary to meet client demand for advice to the standards required.

You will monitor trends in client contact and developing social policy and legislation to help deliver on our twin aim of exercising a responsible influence on the development of social policies and services, both locally and nationally, and represent the organisation in relevant forums to achieve that aim.

As part of the management team, you will help develop and deliver against the organisation's strategy, with a view to maintaining the highest standard of compliance and where required, increasing the capacity and/or efficiency of our services to meet current and future demand.

This may include helping to identify and apply for funding.

## **Key Responsibilities:**

### **1. Quality of Advice and Audit:**

- Maintain an expert knowledge of welfare rights and employment advice and a good standard of knowledge across all advice topics, including immigration, housing, money, consumer, relationships and health issues.
- Supervise complex case management, up to National Standards Level 3 in welfare rights advice, and maintain the infrastructure required to sustain that for the organisation.
- Ensure that accurate welfare rights and employment advice and information is being provided across the city and that accurate, legible and comprehensive case records are kept. This should be achieved by:
  - Maintaining up to date policies and procedures.
  - Undertake training, coaching and briefing sessions for advisers on site and across the city to ensure they remain up to date with and delivering advice to regulatory standards.
  - Undertaking quality of advice audits on a percentage of welfare rights and employment cases, including audits of case records and information sources, to help ensure continuity and consistency of holistic advice.
  - Undertaking quality of advice audits on a percentage of other case records, to meet regulatory standards for peer review.
  - Addressing deficiencies in practice as soon as soon as practical, including providing training, support and coaching in partnership with relevant line managers as required.
- Ensure evaluations are completed that demonstrate positive outcomes for clients.
- Assist in audits of the organisations performance by compiling information, interrogating management information and preparing reports that help identify remedial actions required by the service.
- Prepare full, accurate and regular reports on welfare rights and employment advice activity as required by the Chief Executive.
- Ensure case recording accurately reflects the holistic advice provided and the impact and outcome required for CASTLE reporting.

### **2. Management of staff and volunteers:**

- Provide support and technical advice to staff and volunteers during the live advice session.

- Line manage staff and volunteers, including those providing specialist welfare rights and employment advice, through regular support, supervision and annual appraisal.
- Take responsibility for managing any welfare rights and employment advice services that have been developed by the Projects Manager that become part of our continued service provision.
- Be the named supervisor for and undertake or oversee through approved deputisation, a minimum bi-annual Support and Development Review with a minimum of 30 personnel, ensuring they have the knowledge, skills and competence to undertake their role, have completed and recorded all necessary training and providing opportunities for continued professional development.
- Set targets and goals to ensure continued professional development of staff and volunteers, in accordance with the requirements of their role and to maintain expected quality standards.
- Hold regular staff meetings, ensuring discussion and awareness of all CAE matters.
- Facilitate and deliver the Initial Adviser Training Programme in partnership with the management team.

### **3. Networking and alliance building:**

- Maintain and develop positive working relationships with funders and other agencies.
- Liaise with and maintain links with appropriate statutory, voluntary and professional bodies, in the promotion and development of our services.
- Contribute to and participate in the wider networking and alliance building activities of CAE as required by the CEO.

### **4. Campaigning and Influencing:**

- Deliver on our twin aim of campaigning for change through social policy and impact analysis. In particular, being responsible for data collection and interrogation, reporting, campaigns, website content, media profile and broader community and partner engagement in respect of welfare rights and employment advice and representing the organisation on relevant forums.

## **5. Financial:**

- As part of the management team, assist with identifying and completing funding applications and making representations to funders as required for the advancement and maintenance of welfare rights advice services
- Work with the CEO and Management Team to control spending within the limits set by the CAE Board and CEO.
- Liaise with funders and provide reports and evaluations as required.
- Ensure resources are planned, monitored and used effectively.
- Use management information to ensure services are delivered within agreed budgets.
- As part of the management team, assist with understanding and implementing effective financial controls.

## **6. Management Team Working**

- Work as part of the Management Team to ensure the delivery of strategic priorities and to respond to client need, developments in the advice sector and changes in social policy and legislation.
- Develop effective relationships with CAE staff and volunteers across the city, to maintain a close correlation between project and innovation services and all other services delivered by the organisation.
- Introduce new ideas, approaches and/or best practices that add value to CAE services.
- Support colleagues in delivery of services, providing management cover as required.
- Undertake peer reviews and monitor audit outcomes to help ensure the organisation is meeting regulatory standards across all services.
- Carry out any other reasonable tasks as requested by the Chief Executive.

## **PERSON SPECIFICATION:**

### Essential criteria:

#### **Qualification:**

- Qualified to degree level or equivalent. Due to the level of report writing, data analysis and analytical skills required.

#### **Technical skill:**

- Expert technical knowledge and understanding of up-to-date welfare rights and employment advice policy and legislation and its application.
- Expert knowledge of welfare rights advice standards and procedures
- A good level of up-to-date knowledge of the range of advice subjects, including Immigration, money, housing, consumer, relationship and health.
- Demonstrable experience of dealing with complex welfare rights and employment advice cases.
- Demonstrable experience of supporting clients at tribunal and appeals processes and confidence to represent clients in this environment.
- Proven ability to meet targets and deliver successful outcomes.
- Experience of designing and delivering training/coaching including using a range of learning methods such as presentation, facilitation, coaching, peer and social learning techniques.
- Ability to coach and develop others in providing advice.
- Experience of staff and volunteer management and support.
- An evidenced commitment to continuous professional development.
- Proficient in use of IT systems and Microsoft Office programs including Outlook word and Powerpoint with a willingness to learn new systems.
- Ability to provide high quality reports against project targets and outcomes.
- Ability to network and promote our service to partner organisations, including strong stakeholder management experience.
- Ability to work under pressure with limited resources.
- Demonstrable commitment to helping volunteers achieve their potential.

- Demonstrable experience of contributing to organisational change and development.

**Values and Behaviours:**

- Excellent interpersonal and communication skills.
- Strong communication and team working skills.
- Persuasive and diplomatic with strong influencing skills, able to adapt personal style to different situations and individuals.
- Approachable and friendly; able to build strong working relationships with a range of stakeholders, based on trust and respect.
- Ability to maintain confidentiality at all time.
- A positive can-do approach to problem solving and challenging situations
- Demonstrable commitment to the aims and principles of CAE.