



Working together for a fairer Scotland.

Head of Member Support
and Service Design



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 58 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
- > **Fresh Fruit:** enjoy a weekly array of complimentary fresh fruit in both offices
- > **Employee Assistance Programme:** a 24/7 phoneline and online wellbeing hub to access structured counselling and other forms of support.

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 Pension Financial Advice**
- > **Access to Employee Benefits/Discounts:** special offers, discounts and deals from over 200 suppliers
- > **Other:** Unum Dental Cover, Health Shield

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:** Cycle to Work, Smart Tech,
- > **Paid time off to volunteer**
- > **Learning and Developing Opportunities for all**

Our Values



- Person centred:** we are committed to the wellbeing of our clients, volunteers and staff and take a whole-person approach to our work.
- Empowering:** we invest in people and support them to take action on the challenges they face.
- Supportive:** we are caring and respectful and make sure that people receive the support they need to improve their lives.
- Inclusive:** we are non-judgemental, friendly and offer expert service to anyone who needs our help.
- Collaborative:** we work together as a network and with other partners in an open, respectful way, to build trust even when opinions differ.

About the role

Job title: Head Member Support and Service Design

Location: Edinburgh or Glasgow

Workplace type: Hybrid working - min 2 days 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 7, £51,105 - £62,457 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: 15 July 2026.

Face-to-face Interviews: Interviews for this role will take place w/c 27th July.

About the job

The Head Member Support and Service Design will be responsible for designing, delivering, and continuously improving member support that meet the needs of the Bureaux. This new role brings together network support, Audit, and Bureau Service design which will help CAS to enhance the support to the Bureaux that will allow them to deliver advice that will change lives and aligns with the aspirations of the CAS strategy.

They will build and sustain strong network relationships, ensuring services we deliver are the best support service to our network. They will play a key role in managing effective network relationships and be the key contact for the COCABs Executive ensuring a solid foundation to progress joint work and initiatives.

This collaborative work will enhance Bureaux resilience, support members to assure themselves against our recognised and accredited standards, and build sustainable capability, capacity and resilience across the service.

They will develop and lead a new team that will deliver the best advice and support to the network that reflects their complexities and needs and be able to fully support them in all aspects of the audit and service delivery.

They will work with the network and other CAS directories to transform our advice delivery through innovation and technology to ensure we deliver the best service, at the right time, in the right place and meets the needs of our clients.

The postholder will work alongside the network and other teams to ensure we have service design to ensure service designs meet performance, scalability, and resilience requirements and lead on the network co-design of the replacement case management system and ongoing support with implementation and ongoing work. We want to proactively identify opportunities for network evolution, expansion, and reconfiguration to better serve client needs and drive forward innovation in development approaches and service delivery models.

Why this role matters

This role will:

- Ensure that every Bureaux has access to the support they need.
- Support the network to deliver advice that will change lives.
- Ensure we deliver the best advice in Scotland.
- Ensure we are providing advice that is agile, expert and inclusive.
- Ensure our service design will meet the needs and requirements of future advice needs.
- Through innovation and technology, we will continue to deliver the best service to as many clients as we can.

Job description

Job title: Head of Member Support & Service Design

Responsible to: Director of Advice

Line manager responsibility: Yes

Budgetary responsibility: Yes

Key responsibilities

Member Support

- Manage the positive working between CAS and the CABx to promote positive relationships and effective communication that will strengthen the network to be in the best position to deliver advice that changes lives.
- Ensure availability and performance of member service team to ensure network have access to relevant advice and support. Provide hands on support and guidance with complex situations.
- Ensure that ELT and other CAS teams understand the needs of the network and influence decision making in CAS to ensure that network needs are at the heart of services delivered.
- Work closely with COCABx Executive to ensure that work is aligned and clear channels of communication and foster strong working relationships. This will include developing an annual joint workplan that will improve alignment and prioritisation.
- Design and manage network relationships management system that can be used across all CAS departments and inform decision making and act as the central point of intel for all CABx.

Quality Assurance & Compliance

- Ensure network compliance with the Citizens Advice Quality of Advice standards and explore opportunities that would mean CAS quality is held in high highest regard and a model of best practice and drive member standards and manage embedded cycles of assurance and development across the network.
- Develop and maintain new improved quality of advice that reflects the complex advice that is delivered across the network to ensure we provide the highest quality of advice.
- Ensure the network has the information and support comply with all regulatory requirements and facilitate support for this.
- Identifying and managing risks and issues to continue maintenance of CAS advice standards and ensuring that these are assessed and appropriately managed.
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- Use data and analytics to measure impact.

Service Design & Strategy

- Work alongside the network and other teams to ensure we have service design to ensure service designs meet performance, scalability, and resilience requirements.
- Lead on the network co-design of the replacement case management system and ongoing support with implementation and ongoing work.
- Responsibility to ensure that continuously adapting to meet the changing needs of people who are experiencing the greatest harms which will allow us to continue to deliver advice that changes lives.
- Proactively identify opportunities for network evolution, expansion, and reconfiguration to better serve client needs.
- Drive innovation in development approaches and service delivery models.

Service Improvement

- Drive continual service improvement initiatives for the network and explore opportunities to explore new ways of delivering our services which includes technological developments.
- Analyse intel from across CAS that will enhance network quality and improve relationships.
- Work closely with IT teams to transform delivery through innovation and technology to ensure we are in the best position to continue vital services and that will ensure are CABx are delivering efficient services.
- Work with network to embed innovation and manage change and aid with risk management to the network.
- Recommend and communicate service network performance, risks, and improvements.
- Challenge existing assumptions about network configuration and drive strategic thinking about optimal size, shape, and connectivity and using this intel work with Bureaux on their sustainability plans.

Leadership & People Management

- Strong leadership of advice quality and compliance teams to ensure we are providing best support to facilitate the best advice in our network.
- Lead network service and audit teams using constructive challenge, feedback and coaching skills and to support continuous improvement.
- Managing key relationships including internally across CAS teams, as well as with network members.

Governance

- Support audits and risk management activities.
- Report to the relevant CAS committees and responsible for internal delivery of associated actions and work plan.

Finance

- Lead on staffing and budget for team, working within current CAS reporting and monitoring structures.

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

- Proven experience of working within a membership or federated organisation, with a deep expertise of network theory and working with a network mindset
- Demonstrable experience of leading organisational development or transformation initiatives and driving innovation
- Excellent relationship-building and stakeholder management skills at a senior level
- Experience of quality assurance, compliance and member standards (advice related)
- Experience of complex service design and delivery
- Strong written and communication skills
- Proven experience in complex service design
- Working knowledge of technology packages that would enhance delivery
- Excellent communication and stakeholder management skills.
- Demonstrated experience working in complex membership organisation
- Strong influencing skills, internally and externally
- High levels of resilience, initiative and accountability
- Collaborative approach, with the ability to work across complex networks
- Experience of leading, supporting multiple teams
- Adaptable and comfortable operating in a changing environment
- A clear understanding and CAB work and commitment to organisation ethos
- Service-oriented mindset
- Analytical and decision-making skills
- Strong documentation and process design capability.

Desirable

- Existing network of relevant contacts across sectors
- Experience in CAB or Advice sector.



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www.cas.org.uk

The Scottish Association of Citizens Advice Bureaux – Citizens Advice Scotland. Scottish charity (SC016637) and company limited by guarantee (89892)