



Working with us: Application Manager

Job pack – February 2019



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A note from our CEO, Derek Mitchell

“Thank you for your interest in joining the Citizens Advice Scotland team. 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 us 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 of 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, CEO
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 60 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.

Find out more at www.cas.org.uk.

About the role

- > **Job title:** Application Manager
- > **Location:** Edinburgh
- > **Hours per week:** 35 hours per week
- > **Type of contract:** Fixed term until the beginning of February 2020
- > **Appointable salary range:** £29,820 - £34,000 per annum, commensurate with experience

- > **Full salary range:** £29,820 - £36,446 per annum

- > **Closing date:** Tuesday, 12 March 2019, 12pm
- > **Interviews:** TBC

About the job

The IT team provide support to approximately 140 Citizen Advice Scotland staff, and 2,500 staff and volunteers within the Bureaux network supporting over 160 physical locations. This comprises operational support and maintenance of the corporate network and data processing infrastructure for CAS and Bureaux, comprising hardware, software, network infrastructure and a variety of databases, most notably the case recording system databases (CASTLE and Servicemail).

The Application Manager leads the team who are primarily responsible for case recording development co-ordination, development issues, testing, new implementations, data management and liaison as well as other shared applications.

The Application Manager manages and leads the Application team to support bureaux in the continued usage of case recording systems, and to manage the implementation of new developments and/or new products as required.

The Application Manager also works nationally with bureaux and Citizens Advice Scotland staff to ensure that support and implementation is delivered in line with agreed timescales and objectives, and that transitional arrangements are effective.

Employee benefits

Citizens Advice Scotland offers excellent terms and conditions, including a total of 40 days leave (including public holidays) and a pension scheme with an 8% employer contribution. We have a flexitime scheme which enables our employees to work flexibly in line with organisational requirements, and as an inclusive employer we are happy to consider other flexible working arrangements where appropriate. For more details of some of the other benefits on offer to our employees, please see the section on Employee benefits below.

How to apply

To apply for this role, please send completed copies of the **Personal Details Form**, along with your current **CV** to: recruitment@cas.org.uk

In addition, we ask you to provide a **written statement** with examples which demonstrate how you meet the requirements of the post, as set out in the job description and person specification.

Equality & diversity monitoring

To help Citizens Advice Scotland monitor equality and diversity statistics please return the Equality & Diversity Monitoring Form **separate** from your other application documents by emailing it to: equalitymonitoring@cas.org.uk



Job description

- > **Position:** Application Manager
- > **Responsible to:** Head of IT
- > **Line manager responsibility:** Directly line manages the applications team consisting of support staff and DBA resource; inputs to the work of IT staff in support of applications recording; and coordinates the work of other staff on a project basis.
- > **Budget responsibility:** No day to day budget responsibility; budget responsibility for project budgets are required

Key responsibilities

Management and coordination of business IT systems

- > Plan, organise and control the day to day work of the applications implementation and support team with the process
- > Report on activity to the various stakeholders within Citizens Advice Scotland and bureaux which includes making presentations and preparing reports on progress, issues, risks and decisions required
- > Provide third tier support to Citizens Advice Scotland staff and bureaux in relation to application problems

Development and testing of new application developments

- > Project manage the development and testing of application changes
- > Project manage the planning, coordination and implementation of bureaux and relevant Citizens Advice Scotland teams consultation and participation in new application system developments
- > Project manage the implementation programme in respect of new case recording or business system rollout for bureaux, including budgets

Management and supervision of the Application team

- > Provide appropriate support, supervision, appraisal and development for the team
- > Ensure that HR policies, including equal opportunities policies, are adhered to

- > Provide input into Citizens Advice Scotland meetings as appropriate regarding the development, implementation and maintenance of systems, within Citizens Advice Scotland and bureaux

Liaison and consultation with bureaux, funders, partners and other interested parties regarding the development, implementation and maintenance of systems

- > Maintain and develop communication with all key stakeholders in relation to applications, including bureaux, other service providers, funders, partners and others
- > Deliver reports, presentations and relevant documents, and attend meetings as required, to provide information about application implementation and support systems

Information assurance and statistical reporting

- > In partnership with relevant information assurance staff in Citizens Advice Scotland, develop and implement appropriate information assurance measures for all systems
- > Project manage the development, testing and implementation of appropriate statistical reports used by Citizens Advice Scotland, bureaux, and other stakeholders, and ensure that they are efficiently produced by relevant IT staff and meet the requirements of those requesting reports
- > Carry out any other duties as may be reasonably requested by the Head of IT

Accountability and Decision Making

- > The post holder is expected to contribute to strategic decision making for IT section in relation to case recording systems
- > The post holder makes operational decisions regarding the ongoing provision and support of case recording systems
- > The post holder provides third tier support to Citizens Advice Scotland staff and bureaux
- > The post holder monitors project budgets, authorise spending and adjust budgets as required
- > The post holder manages and prioritise own workload
- > Guidance available from Head of IT as necessary

Problem solving and Complexity

- > The post holder is expected to prioritise the work of staff where there are competing demands from bureaux
- > The post holder is expected to resolve complex problems which requires analysis and investigation to determine the real issue
- > The post holder works closely with developers, bureaux managers and teams across Citizens Advice Scotland to deliver case recording or business system projects
- > Outcomes of third tier support apparent immediately or in weeks/months depending on the issue

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

- > Demonstrable depth and breadth of proficiency and experience in project management and/or software developments gained through work experience
- > Experience of managing staff
- > Experience of working on a change management project or an IT development (including working closely with IT developers and end users).
- > Experience of effectively organising a heavy workload, and planning and prioritising tasks to deliver agreed outcomes within timescales and budgets
- > Experience of delegating and supervising work within a project team
- > Experience of establishing and maintaining key contacts at senior levels
- > Excellent communication skills, both written and verbal, including reports and presentations, particularly in relation to key stakeholders
- > Good numerical skills including experience of analysis and summarising of statistical data
- > Experience of budget management
- > Competent in Microsoft Office (Word, Excel, Outlook, PowerPoint)
- > Ability to lead and motivate a team

Desirable

- > Formal project management qualification such as Prince2 Foundation
- > Experience with a case recording or customer relationship management program
- > Experience with SQL 2012/2016 and Microsoft .NET framework
- > Experience of intranet publishing tools and / or SharePoint
- > Experience of work within an advice setting
- > Experience of working within the voluntary sector

Additional requirements

- > Requirement to travel throughout Scotland, involving occasional work required out with normal office hours

Employee benefits

Our people make Citizens Advice Scotland a great place to work and we offer a wide range of benefits to value their contributions. To get an idea of what benefits you receive when working with us, we have listed a few examples below.

Work-life balance



- > **Flexible working and flexitime:** get the flexibility as to how and when you work to suit both your and the organisation's needs.
- > **Generous annual leave:** spend time away from the office to relax and unwind with a total of 40 days leave per year.

Health and wellbeing



- > **Fresh Fruit:** enjoy a weekly array of complimentary fresh fruit in the office.
- > **My Gym Discounts:** join gyms, health clubs, leisure centres, yoga studios, boot camps and outdoor activities at a discounted rate.

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.

Other benefits



- > **Season ticket loan:** take out an interest-free season ticket loan to save on travelling to and from work
- > **Salary sacrifice schemes:** in addition to Cycle2Work and Childcare Vouchers, sign up to a scheme to purchase everyday technology.
- > **Recognition scheme:** thank and reward your colleagues who have gone the extra mile or delivered a great piece of work.

When joining Citizens Advice Scotland you have access to many other great benefits, all aiming to support the organisation's biggest asset – our people.

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)