



Working with us:

Lead Project Support Manager

Job Pack – May 2023



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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 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.

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**
- > **Blended/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.
- > **Annual On-site Employee Health Checks**
- > **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

- > **Job title:** Lead Project Support Manager
- > **Location:** Edinburgh office with options for blended working
- > **Hours per week:** 35
- > **Type of contract:** Permanent
- > **Job Level and Salary Scale:** (Level 6) £36,603 - £44,738 per annum*, commensurate with experience

*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:** 07 June 2023, 5pm
- > **Interviews:** 20-21 June 2023

About the job

Citizens Advice Scotland is responsible for developing, implementing, and managing a series of projects which enable and support various national specialist services. The Lead Project Support Manager will have direct responsibility and accountability for cross project support requirements with a focus on management information controls and reporting along with ensuring effective resource utilisation across the National Projects programme.

This includes identifying resources from within the team and from across the organisation, as well as coordinating management information data and analysis requirements against governance, project controls and reporting needs, including programme level risk and performance management. The role will coordinate the execution of work, through standardising systems, processes and procedures to help individuals deliver their part consistently and effectively, whilst proactively planning along with managing change and risks, underpinned through continuous improvement and quality of service cycle of review and assessment.

The Lead Project Support Manager also has an element of oversight and co-ordination across all existing projects as well as acting as the focal point within the National Projects team for those projects / services with a single centralised reporting requirement.

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.

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:** Lead Project Support Manager
- > **Responsible to:** Interim Director of Business Development and National Funded Services
- > **Line manager responsibility:** Yes
- > **Budget responsibility:** Yes

Key responsibilities

- > Oversee and co-ordinate the support requirements for different projects, ensuring deliverables are both accurate and timely and being provided in the most efficient and effective way in accordance with the commercial and financial terms and to the required standard.
- > Plan for and allocate all the necessary delivery resource required based upon the goals and needs of the individual projects and their interdependencies.
- > In line with business requirements develop clear and actionable supporting processes and procedures, ensuring that all reporting requirements, and priorities are met.
- > Plan, monitor and oversee project support requirements through all phases of the project lifecycle holding owners accountable for their commitments.
- > Work with project focus leads to create management control and reporting plans, ensuring effective communication of these to drive accountability and awareness.
- > Assist project focus leads to implement individual project management control and reporting detailed planning, and support the co-ordination of these whilst overseeing all projects and their activities, ensuring that work is progressing to expectations.
- > Support project focus leads to proactively manage risk and performance reporting, reviewing their reports, challenging and addressing areas of weaknesses to ensure the projects meet quality standards and are completed on time and in budget.
- > Assist project focus leads to adapt support plans and proactively manage change based on evolving needs, conditions or issues that may arise and ensure successful delivery through contingency planning.
- > Develop and embed best practices to improve performance and efficiency, identify lessons learned and driving continuous improvement.
- > Manage and engage with key stakeholders, ensuring the highest quality of communications and collaboration to support facilitation across existing and future projects.
- > Support the successful start-up implementation and transition of new projects / services to the nominated project team.
- > Lead the team by example, motivate the team and create a collaborative environment.

Accountability and Decision Making

- > Accountable for the management of support to projects each with varying priority, timelines, and resource requirements.
- > Accountable for the implementation and maintenance of a coherent and effective management information control and reporting system across all projects and involving all stakeholders.
- > Expected to make complex decisions and represent Citizens Advice Scotland, as well as managing stakeholder expectations, on a day to day basis.
- > Seen within CAS as the expert on project management support. Providing operational advice and guidance to senior management and being a key decision maker in these matters.
- > The post holder should work autonomously and require minimal support and guidance from Senior Management colleagues, only referring on unusual or unprecedented issues.
- > Responsible for ensuring all the necessary governance and controls have been established within the National Projects programme.

Problem solving and Complexity

- > Expected to manage a large number of complex issues and competing priorities, working within tight timescales.
- > Required to use judgement and expertise to reach decisions that are in line with Citizens Advice Scotland's values and strategic aims.
- > Development of options, typically requiring significant investigation, interpretation, exploration, and analysis to resolve problems and present these in a logical and clear manner either in writing or via a presentation.
- > Expected to solve most problems without support, referring to Senior Management only in cases of unusual or unprecedented issues.

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

- > A track record in successfully managing and supporting the delivery of projects / services, at scale, within a programme or portfolio management context, including planning, monitoring, reporting, and resource management.
- > Experience and understanding of all aspects of project management throughout the project lifecycle including project concept development, project start-up and implementation, exit and close out including transition planning, effective project performance monitoring and reporting, project resource management including functional support.
- > Demonstrable experience of successful business development positioning activities, bid and proposal development.
- > Good understanding of risk, change management and performance monitoring and reporting.
- > Good understanding of governance at the project, programme and organisational levels both internally and with funders.
- > Excellent written and oral communication skills with an ability to summarise complex information with clarity, brevity, and speed to engage with a wide audience.
- > Excellent stakeholder management and influencing skills with the ability to interface at all levels.
- > Experience of budgeting and financial planning.
- > Ability to generate innovative and different approaches to project delivery support.
- > Sound time management and ability to work to deadlines and prioritise work effectively.
- > The ability to think strategically and analytically, with sound decision making skills.
- > Awareness that the Citizens Advice service users are at the heart of everything we do.

Desirable

- > Professional qualifications, such as PRINCE 2, AGILE, PMP or equivalent.
- > Knowledge of the voluntary sector and the work of Citizens Advice Scotland.

Additional requirements

- > Willingness and ability to travel within Scotland and occasionally within the rest of the UK involving work out with normal office hours and overnight stays.
- > Understanding of and commitment to the aims and principles of the Citizens Advice service.

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)