



Working with us:

Administrator (Pension Wise Project)

Job pack – October 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 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.

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

About the role

- > **Job title:** Administrator (Pension Wise Project)
- > **Location:** Edinburgh
- > **Hours per week:** 35 hours per week
- > **Type of contract:** A fixed term contract until 31 March 2021, with possibility of extension
- > **Appointable salary range:** £17,000 to £18,500 per annum, commensurate with experience
- > **Full salary range:** £17,000 to £20,778 per annum

- > **Closing date:** Monday, 4 November 2019, 5pm
- > **Interviews:** Thursday, 14 November 2019

About the job

To provide an efficient administrative support to Pension Wise project team.

You will provide a high quality frontline service to clients who are seeking pension guidance responding to both online booking requests & telephone enquiries from prospective service use, Pension Wise staff and stakeholders within agreed service levels. You will work closely with member bureau to ensure that the appointment availability is visible and up-to-date.

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:** Administrator (Pension Wise Project)
- > **Responsible to:** Pension Wise Service Delivery Manager
- > **Line manager responsibility:** No
- > **Budget responsibility:** No

Key responsibilities

- > Respond and deal with a high number of Pension Wise appointment booking requests within agreed service levels
- > Maintain Pension Wise Guidance Specialist appointment schedules and availability
- > Ratify eligibility queries with Pension Wise service users and signposting ineligible users to other trusted advice sources & organisations
- > Accurately enter service user data into the Pension Wise case recording system
- > Provide any other relevant administrative and support duties required to ensure the smooth running of the Pension Wise delivery proposition by Citizens Advice Scotland/member bureaux
- > Undertake training as required
- > Prepare for and attend supervision sessions and team meetings as appropriate

Accountability and Decision Making

- > The post-holder makes decisions related to administrative issues within known boundaries
- > Many tasks have set timescales or deadlines, but the post holder largely manages their own time within parameters
- > Clear processes and procedures generally guide the work
- > Guidance available from Pension Wise Service Manager as required

Problem solving and Complexity

- > The nature of problems is generally clear and their solution can be established from procedures or experience
- > Main complexity from establishing the needs of users and effective communication on issues that may require further exploration or investigation
- > The post-holder will have to establish the needs of users of meeting rooms and public areas and how best to meet these
- > The post-holder works within agreed team procedures to solve problems

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

- > General administration skills, including dealing with correspondence, calls and emails, arranging and taking minutes of meetings and internal events, and maintaining databases
- > Excellent communication skills, including appropriate usage of different formats and styles
- > Excellent organisational skills and the ability to meet tight deadlines
- > High levels of accuracy and attention to detail
- > Ability to work on own initiative, including planning and prioritising workload
- > Ability to work as part of a team, with strong interpersonal skills and the ability to relate successfully to a wide range of colleagues, stakeholders and external contacts
- > Proficiency in Microsoft Office programs, in particular Excel and Word, web based database programmes
- > Ability to learn new software skills

Desirable

- > Working knowledge of the different types of pensions gained within a related background and an understanding of the rules and eligibility criteria of Pension Wise service
- > Understanding of the citizens advice bureau service and the way in which the citizens advice bureau service works

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)