



## Working with us:

Administrator (Network Services)

---

Job Pack – May 2023



## Contents

---

<b>A note from our CEO, Derek Mitchell</b>	<b>3</b>
<b>About Citizens Advice Scotland</b>	<b>4</b>
<b>Employee Benefits</b>	<b>5</b>
<b>About the role</b>	<b>6</b>
<b>How to apply</b>	<b>7</b>
<b>Job description</b>	<b>8</b>
<b>Person specification</b>	<b>9</b>

## 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](http://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:** Administrator (Network services)
- > **Location:** Edinburgh office with options for blended working
- > **Hours per week:** 21
- > **Type of contract:** a fixed – term contract until March 2025 with a possible extension of the contract
- > **Job Level and Salary Scale:** (Level 1) 19,849 - £24,260 per annum\* (pro rata), 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:** 13 June 2023, 5pm
- > **Interviews:** 23 June 2023

## About the job

To provide administrative support to the Network Services team in order to deliver their core programme of work to the Citizens Advice Bureaux Network.

This programme of work currently comprises of seven development areas that are being implemented using a co-design model with representation from across our Citizens Advice Bureaux Network.

The Network Services Team help bureaux across all Scottish communities to be inspired by their actions, support them, and offer them guidance and opportunities for initiating social change and making improvements to their own communities through their services.

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](mailto: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](mailto:equalitymonitoring@cas.org.uk)



## Job description

---

- > **Position:** Administrator (Network Services)
- > **Responsible to:** Head of Network Services
- > **Line manager responsibility:** No
- > **Budget responsibility:** No

### Key responsibilities

- > Provide an effective and efficient administration and support service to the Network Services Team
- > Maintain webpages/other platforms including any transitions to new systems
- > Main point of contact for on-line platforms that support bureaus for areas that require development/have been developed
- > Ensure administrative tasks are completed timeously and manage correspondence for maximum operational efficiency
- > Support the collation of relevant statistics
- > Support and organise events such meetings with the Network, preparing agendas and papers and taking minutes of meetings
- > Process invoices in the electronic finance system
- > Provide any other relevant administrative and support duties required

### 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 their line manager as required.

### Problem solving and Complexity

- > Tasks are largely familiar and routine in nature
- > The nature of problems is generally clear, and their solution can be established from procedures or experience.
- > Main complexity from ensuring administration duties are carried out whilst maintaining attention to detail and effective communication on issues that may require further exploration or investigation.
- > 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 the ability to deal with correspondence, calls and emails, arranging and taking minutes of meetings
- > Experience of working with on-line platforms
- > Excellent communication skills, including appropriate usage of different formats and styles.
- > Excellent organisational skills and the ability to meet tight deadlines
- > 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, Word and Powerpoint.
- > Ability to learn new software skills.

#### Desirable

- > Understanding of the Citizens Advice Bureaux service and the way in which the citizens advice bureaux service works

#### Additional requirements

- > Willingness and ability for occasional travel throughout Scotland as required
- > Flexibility to attend occasional meetings during evenings or weekends if required

[www.cas.org.uk](http://www.cas.org.uk)



[@CitAdviceScot](https://twitter.com/CitAdviceScot)



[CitizensAdviceScotland](https://www.facebook.com/CitizensAdviceScotland)



[CitizensAdviceScotland](https://www.linkedin.com/company/CitizensAdviceScotland)

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