



Working with us:

Brexit Readiness Coordination Manager

Job pack – July 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:** Brexit Readiness Coordination Manager
- > **Location:** Edinburgh
- > **Hours per week:** 35 hours per week
- > **Type of contract:** Fixed term for 1 year
- > **Appointable salary range:** £30,714 - £32,960 per annum, commensurate with experience
- > **Full salary range:** £30,714 - £37,540 per annum

- > **Closing date:** Sunday, 11 August
- > **Interviews:** Tuesday, 20 August

About the job

Citizens Advice Scotland has received funding to deliver Brexit readiness activities to support services required by citizens and our stakeholders. Our Customer Journey and Impact Directorates aim to achieve this through

- Ensuring clients and advisers have access to up to date and accurate information led by our Digital Advice Content and Training Team.
- Analysis of real time information about issues impacting on citizens and campaigning on their behalf to inform and shape government policy around Brexit for all stakeholders.

The Brexit Readiness Coordination Manager is responsible for leading delivery of this project and ensuring its smooth running by coordinating different teams involved in delivery, overseeing planning and delivery of activity and ensuring effective operational procedures are in place and applied.

This role will also maintain oversight of management processes, including reporting and financial management.

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:** Brexit Readiness Co-ordination Manager
- > **Responsible to:** Director of Customer Journey
- > **Line manager responsibility:** Yes
- > **Budget responsibility:** Yes

Key responsibilities

- > Ensure smooth running of the project by leading on the development of operational processes in order to achieve defined deliverables as agreed by CAS and the funder
- > Oversee the planning and coordination of project activities, ensuring all teams are working together effectively in a co-ordinated way to an agreed schedule
- > Develop and deliver operational reporting processed for the team, ensuring board, management and funder reports are of a high quality, meet stakeholder expectations and are delivered in line with an agreed reporting schedule
- > Produce and maintain the project plan, activity tracker and other associated documents including risk assessments
- > Oversee the budgeting and financial reporting processes to ensure that the team operates within resource allocations and that funding is used appropriately in line with conditions of grant(s)
- > Support the delivery of effective governance for the teams: overseeing the co-ordination and response to governance requests
- > Work with the SLT to understand the strategic priorities of the organisation and coordinate effective allocation of resources in line with those priorities
- > Develop and maintain constructive partnership working with key stakeholders

Accountability and Decision Making

- > Expected to make decisions around planning and coordination of service delivery within project parameters
- > Input only expected from the Director of Customer Journey where there are particularly complex or unprecedented issues
- > Responsible for oversight of the project budgeting and financial reporting in line with the organisation's Financial Scheme of Delegated Authority

Problem solving and Complexity

- > Main complexity in the role comes from ability to plan ahead and anticipate issues with delivery of activities across the various teams
- > May have to deal with a myriad of problems which can often be unexpected or new, and will be expected to work alongside the relevant teams to determine solutions.
- > Post holder must have the ability to assimilate multiple information sources, determine priorities and provide a recommended way forward which meets organisational need

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

- > Relevant degree or equivalent professional experience or qualification
- > Experience of project development, co-ordination and implementation
- > Demonstrable experience of in a role where planning and co-ordination is critical to success
- > Excellent organisational skills with a clear and structured approach to project planning and prioritisation of their own and others workloads
- > Ability to effectively interpret quantitative and qualitative data
- > Excellent written and oral communication skills including:
 - An ability to analyse complex material and present the results in a clear and concise easy to understand and accessible manner
 - An ability to effectively represent the views of the organisation to internal and external audiences
- > Good judgement and ability to manage own workload while remaining alert to the need to consult with and update senior staff as appropriate
- > Ability to work as part of a complex team and equally to take the initiative and work with minimal supervision
- > Excellent IT literacy with proven ability to use IT packages, including word processing, spreadsheets and presentation software.

Desirable

- > Knowledge of the voluntary and/or advice sectors

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)