



Working with us:

Director of Impact

Job Pack – June 2023



Contents

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

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 The Citizens Advice Network in Scotland

Scotland's Citizens Advice Network empowers people in every corner of Scotland through our local bureaux and national services by providing free, confidential, impartial and independent advice. We use people's real-life experiences to influence policy and drive positive change. We are on the side of people in Scotland who need help, and we change lives for the better.

The Citizens Advice network is made up of 59 local bureaux, each its own independent charity, the Extra Help Unit, a group of specialist case workers dealing with energy advice, and Citizens Advice Scotland as the membership body itself. We provide advice across over 200 locations and deliver 12 national advice projects for UK and Scottish Government including the Money Talks advice service and the Help to Claim Universal Support advice service. We are a multi-channel service, offering people free, confidential and impartial advice in a manner that suits them – whether that is over the phone, online or face to face in bureaux themselves.

Last year the network helped nearly 180,000 people and unlocked £147million for people through things like social security payments and employment entitlements. Our online advice received over 5.4million page views and our awareness raising campaigns reached millions of people.

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:** Director of Impact
- > **Location:** Edinburgh or Glasgow office with options for blended working
- > **Hours per week:** 35
- > **Type of contract:** Permanent
- > **Job Level and Salary Scale:** £56,568 - £69,139 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:** 14 July 2023, 5pm
- > **Interviews:** 28 July 2023

About the job

We are looking for you to join our team of 4 Executive leaders in the organisation and help us set the strategic direction for the organisation. One which delivers positive outcomes for our people, our network and our citizens. It's a challenging but exciting time for our policy and advocacy team and we will want you to hit the ground running as there is much to do. The continued cost of living crisis means that the work of the team is needed more than ever, and we will expect you to continue to develop and build on the great work that we have delivered for citizens. You'll have a great team in place and a new strategic plan so there is a great foundation for you to work from, but we will also want you to bring fresh ideas and put your own stamp on this important area.

You will be the lead for our organisation and the network in making sure that the information that clients trust us with through advice sessions is used to create a powerful voice for citizens which drives positive outcomes for them. You will need to ensure that you and your team are the go-to people for government and senior external stakeholders when they need to understand the issues that impact detrimentally on people across Scotland - and you won't be afraid to challenge them when our evidence shows that their approach is not working. You will be the lead on ensuring that the network brand is trusted and relied upon by these stakeholders and you'll drive our communications function to ensure that the brand remains the most trusted in Scotland. We need you to be a great leader. You have a great team in place already and we want you to build on their great work and help to develop them as well as the work that we do. You will also need to be a great team player who works productively with others be that in our Executive team, with our member bureaux or with external stakeholders to deliver change and retain a solution focus where things are not working.

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:** Director of Impact
- > **Responsible to:** Deputy CEO
- > **Line manager responsibility:** Yes
- > **Budget responsibility:** Yes

Key responsibilities

- > Provide visionary and strategic leadership across Citizens Advice Scotland's advocacy, communications, policy and campaigns work.
- > Drive delivery against Citizens Advice Scotland's vision and objectives through accountability for the Brand and Advocacy and Influence strands of the strategic plan building on and enhancing Citizens Advice Scotland's existing position in the market.
- > Develop and maintain influence through high level relationships across government departments, advocacy and research policy bodies and other stakeholders.
- > Ensure that your directorate represents Citizens Advice Scotland and the network effectively and professionally with external organisations, seeking to bring the network message and influence to bear in a way that delivers clear outcomes for citizens and consumers.
- > Proactively seek external partnerships and opportunities to build relationships which maximise Citizens Advice Scotland's external influence and optimises outcomes for citizens.
- > Ensure Citizens Advice Scotland has up-to-date, robust evidence bases, informed by relevant stakeholders, on issues of relevance to citizens and consumers and the appropriate processes and procedures to use this to deliver change for citizens across Scotland.
- > Assume accountability for developing and sustaining a culture of achievement and ownership across the function and manage performance within the team against the strategic performance framework.
- > Drive innovation in building the Citizens Advice brand in Scotland.

The above job description is not exhaustive and is clarified to include broad duties inherent in the post.

Person specification

Knowledge, skills and experience

- > Outcome focused, with demonstrable track record of delivering change through advocacy, influence and lobbying work.
- > Understanding of UK political structures and processes.
- > Strategic leadership and management experience at a senior level.
- > Skills and experience to design and oversee an effective policy, communications and advocacy function.
- > Interpersonal skills and ability to build effective relationships internally and externally.
- > A decision-maker with a clear and decisive approach.
- > Ability to think strategically, solve problems, and make decisions.
- > Approaches driving change via collaboration and peer leadership.
- > Budgeting and financial management experience.

Desirable

- > Knowledge of the voluntary sector and the work of Citizens Advice Scotland.

Values and attributes

- > Passionate about driving continuous improvement for the whole organisation.
- > Driven by a desire to be best-in-class on a consistent basis.
- > Outcome focused/goal-orientated with a decisive leadership style/approach.

Additional requirements

- > Occasional requirement to travel within Great Britain.
- > Occasional requirement to work out with normal office hours.

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)