



**Working with us:**  
**Assistant Administrator Extra**  
**Help Unit**  
**(Maternity Cover)**

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Job Pack – May 2023



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## A note from our CEO, Derek Mitchell

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“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

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

## Employee Benefits

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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**
- > **Flexitime system**
- > **Options for Blended Working:** please discuss options as part of the recruitment process)
- > **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.

### 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



- > **Generous Maternity, Adoption and Paternity Pay**
- > **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.

## About the role

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- > **Job title:** Assistant Administrator – Extra Help Unit (Maternity Cover)
- > **Location:** Glasgow office with options for blended working
- > **Hours per week:** 35 hours per week
- > **Type of contract:** Fixed term for 12 months – Maternity Cover
- > **Job Level and Salary Scale:** Level 1, £19,849 - £24,260 per annum\* + benefits

\*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:** Sunday, 14 May 2023, 5pm
- > **Face to face Interviews:** week commencing 22 May 2023

## About the job

The Extra Help Unit (EHU) provides support to vulnerable domestic consumers and micro-businesses across Great Britain with their energy complaints. As defined in the CEAR Act 2007, the EHU has statutory duties to deal with cases where the consumer's energy supply has been disconnected or is at risk of imminent disconnection. The Unit also has statutory powers to support vulnerable consumers. A person may be deemed to be vulnerable due to their personal circumstances, the complexity or urgency of their complaint. The EHU is a referral only service with agreed referral partners including Citizens Advice Consumer Service, Ofgem and Ombudsman Services: Energy.

The administrative team within the EHU provides business critical support by managing all incoming email and letter referrals from key business partners including the Citizens Advice Consumer Service, Advice Direct Scotland, Ombudsman Services, and Ofgem. The admin team are also responsible for adding all new email and written correspondence from consumers and suppliers to the relevant case.

As an Assistant Administrator, you will provide a wide range of support services including arranging travel, ensuring offices supplies are restocked, being first point of contact for building/office problems, welcoming visitors and staff to the office. You may also provide finance and assist data-cleansing work as required.

This is a busy role so ideal for someone who enjoys a fast-paced environment where they can be part of a team that make a real difference to people's lives.



## How to apply

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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

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- > **Position:** Assistant Administrator (Extra Help Unit)
- > **Responsible to:** EHU Operations Manager
- > **Line manager responsibility:** No
- > **Budget responsibility:** No

### The main responsibilities are:

- > Setting up all new cases received from referral partners on the customer complaints management system within agreed timescales, ensuring all relevant fields are completed accurately and triaged to flag any urgent/ Priority Complaints cases to Team Managers
- > Attaching responses received from consumers and suppliers to the customer complaints management system within agreed timescales
- > Alerting Team Managers to any correspondence which may need immediate action due to the vulnerability of the consumer or where a consumer is complaining about EHU.
- > Alerting EHU Operations Manager if any high level correspondence is received e.g. from MP.
- > Alerting EHU Operations Manager to any building or office issues

### Other responsibilities include:

- > Reporting any office building concerns and arranging repairs.
- > Ordering stationery and office related products.
- > Providing tea/coffee facilities for internal and external meetings.
- > Arranging meetings, booking rooms, updating electronic diaries.
- > Booking travel arrangements.
- > Providing support on a range of finance matters including setting up Purchase Orders on P2P system or chasing invoice, ensuring compliance with CAS finance procedures.
- > Taking minutes when required.
- > Carry out data-cleansing to ensure integrity and accuracy of EHU data.
- > Answering calls directed to the admin team in Tara House.
- > Meeting and greeting visitors to office.



### **Accountability and Decision Making**

- > You will be expected to be proactive in monitoring and highlighting quickly to the Operations Manager any IT or quality concerns on frequency and accuracy of referrals.
- > You will be expected to highlight cases to Team Managers where a consumer is at risk of self disconnection or being disconnected, given the high risk to health and well-being of the individual and reputational risk to Citizens Advice Scotland.
- > You will comply with the correct staging procedures set out within the EHU complaint handling guidelines to ensure caseworkers and suppliers have a clear understanding of what is required of them.

### **Problem solving and Complexity**

- > The post holder is expected to resolve problems which may be generated by the complaints referral inbox and other office related issues.
- > The post holder is expected to prioritise work where there are competing demands.

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

## Person specification

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### Knowledge, skills and experience

#### Essential

- > Strong experience in using database and customer management systems.
- > Excellent time management skills and ability to multi-task and prioritise work.
- > Ability to work under pressure and respond to varying workloads.
- > Ability to operate as a team player and communicate effectively with colleagues and managers.
- > Proven experience in a range of administrative duties.

#### Desirable

- > Finance experience

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