



Working with us: Personal Assistant to CEO

Job pack – 17 December 2021



Contents

A note from our CEO, Derek Mitchell	3
About Citizens Advice Scotland	4
About the role	5
How to apply	6
Job description	7
Person specification	9
Employee benefits	10

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.

About the role

- > **Job title:** PA to CEO
- > **Location:** Edinburgh
- > **Hours per week:** 35
- > **Type of contract:** Fixed Term – 3 months
- > **Appointable salary range:** £23,175 - £26,200 per annum (pro-rata), commensurate with experience
- > **Full salary range:** £23,175 - £28,325 per annum (pro-rata)

- > **Closing date:** 31 December 2021
- > **Interviews:** Tuesday 18 and Wednesday 19 January 2022

About the job

The role is to provide dedicated and confidential support to the CEO and directorate team with all activities including diary and email management, planning and organisation, building strong relationships with internal and external stakeholders, communicating with all stakeholders on behalf of the CEO.

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.

*This role is based in our Edinburgh office. As a result of the COVID-19 crisis, the majority of CAS staff are still working from home, however we are now starting a transition towards a return to the office. This will be carefully planned and managed in accordance with the latest Scottish Government guidance and public health advice. Candidates should be prepared to attend the office on their first day for an induction, after which they will be able to work from home initially. Going forward, attendance at the office will be required, however CAS are introducing a blended working policy to allow our employees to balance their time attending the office with time working from home.

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:** PA to CEO
- > **Responsible to:** CEO
- > **Line manager responsibility:** No
- > **Budget responsibility:** No

Key responsibilities

- > Support the directorate and administration team with any duties as required
- > Provide executive assistance and administrative support to the CEO/Deputy CEO.
- > Prepare agendas and presentation materials and for meetings led by the CEO
- > Ensure that minutes and actions are recorded accurately for meetings led by the CEO /Executive Leadership Team/ Senior Leader Team (SLT)
- > Ensure that actions are tracked, managed and completed.
- > Maintain a high degree of awareness of the CEO's workload and priorities, anticipating actions and requirements on their behalf.
- > Discrete project work on behalf of the CEO /ELT
- > Research and analyse information for the CEO on any issue as directed
- > Assist with managing the Complaints Procedure on behalf of the CEO including liaising with bureaux, report preparation and if necessary, liaison with the Independent Arbiter
- > Build and maintain relationships with all internal and external stakeholders in order to act effectively on behalf of the CEO
- > Engage effectively with stakeholders at the highest level including those in parliament and government departments
- > Provide effective event management for visits arranged on behalf of the CEO/SMT arranging travel, catering, liaison with suppliers etc
- > Uses effective working practices, including continuous improvement, to ensure the smooth running of the directorate team
- > Provide governance secretariat and executive administrative support to facilitate the governance processes of CAS
- > Support the Board Secretary and support the business leads that are responsible for the governance of various Boards, Committees, and sub committees.

- > Attending and minuting meetings as requested.

Accountability and Decision Making

- > The post holder is responsible for managing and prioritising their own day to day work load with overall direction and tasks driven by their line manager
- > Post holder ensures that budgets for meetings, travel and accommodation are not overspent as well as actively seeking opportunity to reduce costs where appropriate
- > Working under the direction of the CEO, the post holder is expected to work with minimal supervision on a day to day basis and use their own judgement and communication skills to respond to emerging events.
- > The post holder has a level of autonomy to make day to day decisions and know when to escalate complex or risky issues, communicating on behalf of the CEO when appropriate

Problem solving and Complexity

- > The type and scope of problems encountered varies on a day to day basis, so the post holder must demonstrate problem solving skills, flexibility in approach and logical thought processes to deal with the issues presented.
- > Ability to solve complex problems and deliver multiple tasks in tight timescales whilst ensuring attention to detail and requirements are met.
- > The role holder should have confidence in resolving issues that arise, and know when to escalate unfamiliar or risky issues to the necessary person.

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

Person specification

Knowledge, skills and experience

- > Experience providing high level support to director level or equivalent in a fast paced environment
- > Experience of diary management and comprehensive administrative support
- > Excellent communication skills with senior stakeholders
- > Experience in taking minutes in varied internal and external meetings
- > Experience of organising events, including budgets, supplier liaison etc
- > Proficient user of Microsoft Office, MS Teams and Zoom
- > Excellent verbal and written communication skills
- > Ability to build effective relationships with all stakeholders
- > Strong planning and organising skills
- > Ability to work under pressure and prioritise workload to meet deadlines
- > Ability to provide Accuracy and attention to detail
- > Ability to work effectively in a team
- > Ability to adhere to a high level of discretion and confidentiality

Desirable

- > Understanding of the citizens advice bureaux service and the way in which the citizens advice bureaux 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



- > **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)