



# Working with us:

## Service Delivery Manager

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Job Pack – June 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.

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

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- > **Job title:** Service Delivery Manager
- > **Location:** Glasgow office with options for blended working
- > **Hours per week:** 35
- > **Type of contract:** Permanent
- > **Job Level and Salary Scale:** (Level 6) £36,603 - £44,738 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:** 06 July 2023, 5pm
- > **Interviews:** 18 July 2023

## About the job

The Service Delivery Manager is an exciting new role and provides a fabulous opportunity to be part of a service and team that really makes a difference to people's lives every single day.

Overall, you will be responsible for managing and supporting Team Managers to ensure the EHU delivers a professional, inclusive and person-centred complaint handling service. You will deliver continuing improvement by optimising our service delivery processes and support the delivery of the EHU business plan and achievement of Key Performance Indicators. You will not only provide support on strategic issues, including high level decisions on case resolution, safeguarding issues and work on strategic projects such as our Civtech 8 challenge [CivTech Challenge 8.1 — Identifying and prioritising support — CivTech](#), but you will also get to roll your sleeves up and get involved in day to day issues too.

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

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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:** Service Delivery Manager
- > **Responsible to:** Head of Operational Support
- > **Line manager responsibility:** Yes
- > **Budget responsibility:** Yes/No

### Key responsibilities

- > Overall, managing and supporting the Team Managers to ensure the Extra Help Unit delivers a professional, inclusive and person-centred complaint handling service to energy and post consumers in vulnerable circumstances across Great Britain.
- > Monitoring and planning the delivery of key aspects of the EHU business plan. Continuously tracking performance against Key Performance Indicators and actively implementing changes needed to improve performance. Tracking existing service demand, anticipating and preparing for future changes.
- > Improving and optimising work processes including case allocation, telephony distribution, rotas, and annual leave policies to ensure resources are deployed effectively whilst supporting staff well-being.
- > Driving strong performance and positive outcomes by ensuring objectives, training and support for Caseworkers and Team Managers are reviewed regularly.
- > Delivering a positive working environment, empowering and supporting staff to achieve their full potential in delivering the EHU service.
- > Collaborating with colleagues and stakeholders to share best practice, improve service delivery and support the continued integration of EHU services including:
  - development and implementation of IT and system related changes
  - challenging suppliers robustly in line with regulatory policies across all areas of casework
  - improving quality standards
- > Investigating and responding to escalated cases including complaints about the delivery of EHU services. Supporting Team Managers emotionally and directly with decision making on cases including safeguarding concerns and ensuring compliance with policies and procedures.
- > Assisting in the preparation of operational reports.



### **Accountability and Decision Making**

- > Responsible for supporting the Unit's delivery and compliance with statutory requirements set out in the CEAR Act 2007.
- > Expected to be proficient in key EHU and corporate procedures such as safeguarding and data protection.
- > Responsible for making critical and immediate decisions on client safeguarding or dealing with escalated or complaints against Unit in line with EHU complaint handling procedures either jointly or independently of Head of Operational Support.
- > Lead on operational issues alongside the Operations Manager in the absence of the Head of Operational Support and also when directed.

### **Problem solving and Complexity**

- > Responding positively and dynamically to emerging workload challenges with the ability to create new implementable solutions or interim processes.
- > Making decisions on escalated, complex and protracted casework with the need to identify creative solutions that meets needs of the consumer while understanding constraints within industry.
- > Resolving the majority of escalated issues, with referral to the Head of Operational Support only in the most complex or difficult cases.

*This is a new role and will develop in time and in line with structural changes across CAS. 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

- > Operational management experience within a team or organisation that supports vulnerable consumers directly.
- > Ability to lead a team and drive service delivery improvements.
- > Excellent communication and decision-making skills, showing the ability to summarise complex problems and recommend concise plans of action.
- > Experience of managing complex and changing workloads.
- > Proven ability to drive service design, improvement & rollout, taking input from various stakeholders and driving service change with clarity and simplicity in a high volume environment.
- > Senior complaints handling experience delivered via telephone and through written forms of communication.
- > Proven interpersonal and stakeholder relationship management experience with both internal and external partners.
- > Excellent organisational skills, with the ability to manage both short and longer term areas of work.
- > Able to work well under pressure in a proactive manner with minimum supervision.

#### Desirable

- > Energy retail experience
- > Advice or third sector experience
- > Microsoft Dynamics 365 Case Management System

#### Additional requirements

- > Limited amount of travel may be required to meet key stakeholder partners or colleagues across Citizens Advice network

[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)