



Project Officer - Remote Advice Platforms

Job pack

Thanks for your interest in working at Citizens Advice. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you'll find:

- Our values
- 3 things you should know about us
- Information about the team, organisation and role
- The role profile and person specification
- The benefits of working at Citizens Advice
- Our approach to equality and diversity

Want to chat about this role?

If you want to chat about the role further, you can contact Duncan Baldwin by emailing duncan.baldwin@citizensadvice.org.uk

Our values

Purpose driven - we always focus on the people who need our help

People focused - we recognise, value and reward contributions and talents in an open, fair and meaningful way

Collaborative - we build relationships across teams and locations to foster innovation and inclusive ways of working

Transparent - We're open and honest, sharing information early and often whenever we can

3 things you should know about us

1. We're local and we're national. We have 6 national offices and offer direct support to people in 279 independent local Citizens Advice services across England and Wales.

2. We're here for everyone. Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

3. We're listened to - and we make a difference. Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

How our organisation works

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.

This role sits in the national charity, which includes

- 950 national staff working in one of our 6 offices or as homeworkers, or as part of the Witness Service from over 240 courts across England and Wales
- 3000 Witness Service volunteers

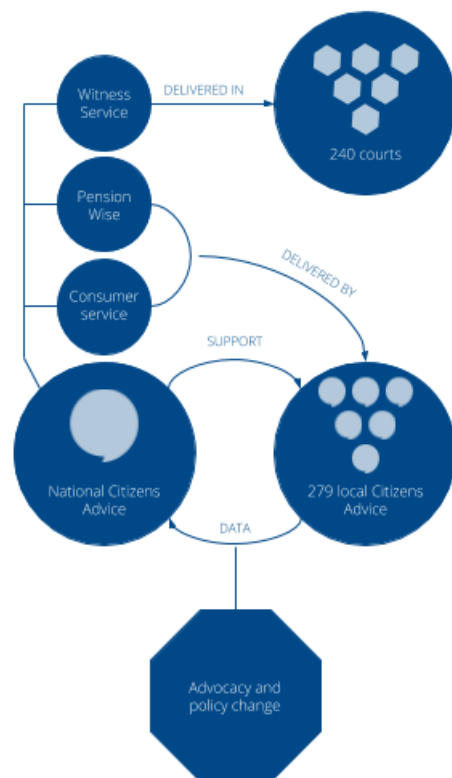
Our network members are all independent charities, delivering services from

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

They do this with:

- 6,500 local staff
- over 23,000 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live.





The team

The role you're applying for is in the **Design, Data and Technology** directorate and in the **Remote Advice Platforms** team. Here are [2 / 3] ways you can find out more about us:

1. **[Citizens Advice - for everyone, for 80 years:](https://wearecitizensadvice.org.uk/for-everyone-for-80-years-98601c688814)**
<https://wearecitizensadvice.org.uk/for-everyone-for-80-years-98601c688814>
2. **[Beyond the job pack: 4 staff describe what it's like to work at Citizens Advice:](https://wearecitizensadvice.org.uk/beyond-the-job-pack-305976d4b8d7)**
<https://wearecitizensadvice.org.uk/beyond-the-job-pack-305976d4b8d7>
3. **[To take the next step on digital, we dropped the word 'digital', by James Plunkett, Executive Director of Advice & Advocacy](https://wearecitizensadvice.org.uk/to-take-the-next-step-on-digital-we-dropped-the-word-digital-14b09ec2f25f)**
<https://wearecitizensadvice.org.uk/to-take-the-next-step-on-digital-we-dropped-the-word-digital-14b09ec2f25f>
4. **[Running a responsible customer journey team](https://wearecitizensadvice.org.uk/running-a-responsible-customer-journey-team-9ee3b3ce442f)** by Rebecca Kemp, Director of Customer Journey
<https://wearecitizensadvice.org.uk/running-a-responsible-customer-journey-team-9ee3b3ce442f>
5. **[How to prioritise 3,000 pages - start with data](https://wearecitizensadvice.org.uk/how-to-prioritise-3-000-pages-start-with-data-db107ac53e74)** by Ian Ansell, Data Scientist
<https://wearecitizensadvice.org.uk/how-to-prioritise-3-000-pages-start-with-data-db107ac53e74>



The role

At Citizens Advice, we have big ambitions to help more clients in more ways to find a way forward. To achieve this strategic vision, we need to transform the way we work. A central function of the national Citizens Advice organisation is to support the network of 272 local Citizens Advice across England and Wales. Our support covers a wide range of functions and includes operational and

governance support, advice content, IT infrastructure, client management systems, quality assurance, and training.

You will be part of a high-profile, business critical, priority team transforming the platforms used by Citizens Advice volunteers to deliver remote advice to the public. This will involve replacing existing telephony and webchat platforms and introducing video chat capabilities to the network. Our phone service alone receives over 4.6 million calls from the public every year and is staffed by thousands of volunteers.

You will be responsible for providing project support to the team delivering this transformation effort, which is expected to take up to 2.5 years and will involve discovering requirements, testing and procuring solutions and rolling out new technologies to thousands of volunteers across England and Wales. You will be responsible for supporting the team with planning, administration, logistics and communications.

Our roles are open to discussion about flexible working, which may include arrangements such as part-time working, formalised flexitime, fixed (non-standard) working hours, working from home and job-sharing.



Role profile

Band:	Officer - mid level		
Reporting to:	Senior Delivery Manager		
Proficient salary:	£28,019 plus £3,520 London allowance if applicable		
Location:	Flexible within England & Wales	Travel H/M/L: L-M	
Team overview:	<p>Citizens Advice's volunteers use telephony and webchat to provide advice to the public. We are embarking on a project to transform the use of these platforms, including procuring new telephony and webchat solutions and introducing video chat.</p> <p>The project will work closely with stakeholders from the nearly 300 independent organisations that make up Citizens Advice as well as with national stakeholders. Over the next 2.5 years we will deliver an agile transition to new platforms in order to deliver on our Future of Advice strategy.</p> <p>The team is multi-disciplinary and involves staff from across the organisation. You will be working particularly closely with product managers, delivery managers, user researchers, user experience designers, service designers, data scientists and strategists. We work closely with colleagues in technology and data and operations.</p>		
Role purpose:	<p>To provide efficient and effective project support as required, overseeing schedules and workflows of the team to ensure the smooth running and reporting of the team's projects and supporting the effective delivery of project communications.</p> <p>Providing support to the Change Manager, Senior Communications Officer and Senior Delivery Manager as directed.</p>		

Key accountabilities	Key elements/Tasks	% of Time	
Operational support	<p>Maintaining and observing project schedules, work plans, and team wide initiatives</p> <p>Acting on decisions made by team project leads and ensuring actions are documented and followed up</p> <p>Ensuring projects/schedule deadlines are managed and alerting to and updating any project changes</p> <p>Updating and housekeeping of electronic documentation and archiving of team documents</p>	30%	
General administration	<p>Managing and monitoring the logistics for project workshops</p> <p>Contributing to the compilation of workshop documents as directed</p> <p>Contributing to creation of training and guidance documents</p> <p>Organising and attending stakeholder meetings as directed</p>	30%	
Communications	<p>Responding to communications enquiries from staff, volunteers and external stakeholders on our different channels</p> <p>Drafting Workplace posts, articles, blogs, event plans and other content to share with different audiences</p> <p>Ensuring all project communications fit our brand style and tone of voice</p>	20%	
Administration of meetings	<p>Organising project meetings as directed</p> <p>Organising virtual booking and where applicable rooms bookings and catering</p>	10%	

	<p>Contributing to the collation and distribution of papers in advance of meetings.</p> <p>Taking and circulating meeting minutes as directed.</p>		
Other	<p>Contributing ideas for improving/ enhancing the team's work.</p> <p>Participating in virtual and office based team meetings</p> <p>Working with colleagues, face to face or remotely, to maintain good communications and relationships.</p> <p>Undertake any other duties as may be reasonably required within the scope of the role.</p>	10%	



Person specification

Essential Criteria

1. Proven experience using project management principles, project coordination, organising workflow, creating and managing schedules
2. Ability to communicate clearly (written and verbally), including creating effective messaging across platforms and channels.
3. Ability to work on own initiative and as part of a team; provide administrative support, maintain efficient administration systems, manage own workload, prioritise and meet deadlines when under pressure.

4. Numeracy skills and the ability to work within established financial systems.
5. An understanding of and commitment to equal opportunities and the positive value of diversity; and the ability to commit to and work within the aims, principles and policies of the Citizens Advice service.

Desirable

1. Experience of working in an agile project team; interest in agile methods or approaches
2. Experience of organisational change or digital transformation, and working with both digital and non-digital channels.
3. Experience creating internal communications or reporting for a range of different audiences

Requirements for role *(candidates will confirm at interview)*

1. Ability to contribute to an inventive, responsible and generous organisation/team culture.
2. Proven ability to use IT packages, including Google systems such as Google Docs, Google Sheets, Google Slides, email and maintenance of an electronic diary as well as the ability to use or learn other packages as necessary.
3. Willingness to travel within the UK (including overnights) and to work unsocial hours occasionally to meet tight timescales.
4. Understanding of, and commitment to, the aims and principles of the Citizens Advice in which equality and diversity is embedded throughout.
5. Awareness that Citizens Advice clients are at the heart of everything we do.



Terms and conditions

1. **PROFICIENT SALARY:** As advertised

Appointment may be at an initial salary level (90 or 95% of the proficient salary) or at the proficient salary, depending upon skills and abilities as assessed during the recruitment process.

If you are a designated essential car user, you will receive an Essential Car User Allowance payment in addition to your salary.

2. **ANNUAL/TOTAL LEAVE**

Annual leave is 26 days pro rata per annum from 1st January to 31st December, plus 4 fixed days (normally over Christmas and New Year). Additionally, there is Long Service Leave of 1-5 days after 3-7 years service.

3. **PENSION SCHEME**

Citizens Advice provides a Group Stakeholder scheme. Further details of this scheme will be provided to the successful applicant at offer and contract stage.

4. **LEARNING AND DEVELOPMENT**

Citizens Advice has a co-ordinated staff training and development strategy. This will mean that training for your current job, and future career developments relevant to Citizens Advice will be provided and you will be encouraged to take an active role.

5. **INTEREST FREE LOANS**

Interest-free loans are available to purchase season tickets for travel, and for career development purposes. If you are a designated essential car user, interest-free car loans are also available.

6. **SALARY SACRIFICE SCHEMES**

Citizens Advice offers salary sacrifice pension and operates a Cycle to Work scheme which provide a tax-efficient method for employees to contribute to their personal pension or purchase a bicycle for commuting to work.

7. **DISCLOSURE AND BARRING SERVICE CHECKS (DBS)**

Some Citizens Advice positions may require the successful candidate to undergo a DBS check.

8. EQUALITY AND DIVERSITY

Citizens Advice recognises the positive value of diversity, promotes equality and challenges unfair discrimination. We recognise people with different backgrounds, skills, attitudes and experiences bring fresh ideas and perceptions, and we wish to encourage and harness these differences to make our services more relevant and approachable. Citizens Advice will not discriminate or tolerate discriminatory behaviour on the grounds of race, colour, sex, transgender, disability, nationality, national or ethnic origin, religion or belief, marital/partnership or family status, sexual orientation, age, social class, educational background, employment status, working pattern, trade union membership or any other irrelevant factor in any aspect of employment.

Our values include a commitment to equality and fairness, and to valuing each other. All our employees are expected to have read and understood our Equality and Diversity Policy and to ensure they behave in accordance with its principles. Breaches of the policy may lead to disciplinary action.

9. DIGNITY AT WORK

Citizens Advice is committed to providing a culture in which all staff value each other and are able to work together to their full potential in an inclusive environment free from harassment, bullying and other unacceptable forms of behaviour. Unacceptable behaviour in the workplace will be actively dealt with, all complaints will be taken seriously, confidentiality will be respected and victimisation of those that raise complaints will not be tolerated.

Our values include commitments to work together and value each other - all our employees are expected to have read and understood our Dignity at Work Policy and to ensure they behave in accordance with its principles. All staff are responsible for helping to create and maintain a positive and inclusive working environment free from bullying and harassment. All managers have a particular responsibility for ensuring a supportive and inclusive working environment in which dignity at work is actively promoted.

10. PROBATIONARY POLICY

New appointments are subject to a six months probationary period. Performance is reviewed after three months and again after six months. At the

end of the probationary period the outcome of the assessment may be confirmation of post; notice of dismissal; or at Citizens Advice's discretion, an extension of the probationary period by a further three months.

11. POLITICAL IMPARTIALITY

An important part of the principle of impartiality is that Citizens Advice staff are seen to be upholding the principle of party political impartiality. To avoid possible misunderstanding or possible conflicts of interest guidelines have been established on staff taking part in party political activities. If you currently hold, or are intending to stand for local or national party political office, we will expect you to tell us about this if shortlisted for interview.

13. LOCATION

As advertised

14. EMPLOYMENT STATUS

As advertised

15. FLEXIBILITY

Our roles are open to discussion about flexible working, which may include arrangements such as part-time working, formalised flexitime, fixed (non-standard) working hours, working from home and job-sharing.

16. HOURS OF WORK

As advertised

Normal full time working hours are 9 - 5.15, Monday to Friday, although these hours may vary from week to week to meet the needs of the job. Staff may be able to agree a different working pattern with their manager.

Citizens Advice is an operating name of The National Association of the Citizens Advice Bureaux.



What we give our staff

We value the people who work here - and we show that in what we offer. As well as things like annual leave and our workplace pension, working at Citizens Advice means getting access to many benefits.

- **A commitment to your development.** We have a coordinated staff training and development strategy. This means that training will be provided both for your current job and for your development.
- **Employee assistance programme.** Everyone working at Citizens Advice has immediate access to professional and completely confidential counselling and legal advisory services.
- **Interest free loans.** We offer loans for travel season tickets, and for career development purposes. We offer interest free car loans if you're a designated car user.
- **Support when things in your life change.** We'll be there for you with options for flexible working, career breaks, and support for parents and carers.
- **Great everyday deals.** Working at Citizens Advice gives you access to a number of deals and discounts via our Your rewards discount scheme.

You can find out more about what we offer our employees [on our website: https://www.citizensadvice.org.uk/about-us/job-and-voluntary-opportunities/citizens-advice-job-opportunities/citizens-advice-staff-benefits/](https://www.citizensadvice.org.uk/about-us/job-and-voluntary-opportunities/citizens-advice-job-opportunities/citizens-advice-staff-benefits/)



Equality and diversity at Citizens Advice

Citizens Advice is fully committed to stand up and speak up for those who face inequality and disadvantage. We want this to be reflected in the diversity of the people who work for us.

To help us achieve this, we aim to make our recruitment process as fair as it can be. We also offer support to disabled candidates to make sure no one loses out on a role because of their condition.

- **We judge the application, not the person.** The select panel won't see your personal details. This makes sure each person's response is judged on its merits and not on their background.
- **We offer a guaranteed interview scheme.** If you have a disability and your application meets the minimum criteria for the post, we'll interview you for it. [Find out more here:](https://www.citizensadvice.org.uk/about-us/job-and-voluntary-opportunities/citizens-advice-job-opportunities/guaranteed-interview-scheme/)
<https://www.citizensadvice.org.uk/about-us/job-and-voluntary-opportunities/citizens-advice-job-opportunities/guaranteed-interview-scheme/>
- **We're a Disability Confident employer.** We're committed to changing attitudes towards disability, and making sure disabled people have the chance to fulfil their aspirations. [You can find out more on:](https://www.gov.uk/guidance/disability-confident-how-to-sign-up-to-the-employer-scheme)
<https://www.gov.uk/guidance/disability-confident-how-to-sign-up-to-the-employer-scheme>
- **We're part of the Equality and Diversity Forum.** This means we're committed to progress on age, disability, gender, race, religion and belief, sexual orientation and broader equality and human rights issues. [Find out more here:](https://www.citizensadvice.org.uk/about-us/about-us1/equality-and-the-citizens-advice-service/equality-and-diversity-forum/)
<https://www.citizensadvice.org.uk/about-us/about-us1/equality-and-the-citizens-advice-service/equality-and-diversity-forum/>

Our commitment to equality runs through everything we do - read our [Future of Advice Strategic framework](https://www.citizensadvice.org.uk/about-us/about-us1/future-of-advice-our-strategic-framework-2019-22/) to find out more:
<https://www.citizensadvice.org.uk/about-us/about-us1/future-of-advice-our-strategic-framework-2019-22/>