



# Engineering Manager 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 Robert Schroeder by emailing [robert.schroeder@citizensadvice.org.uk](mailto:robert.schroeder@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 5 national offices and offer direct support to people in 265 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 circa 265 local Citizens Advice members.

This role sits in the national charity, which includes

- 1000 national staff working in one of our 4 offices or as homeworkers, or as part of the Witness Service from 240 courts across England and Wales
- 2500 Witness Service volunteers

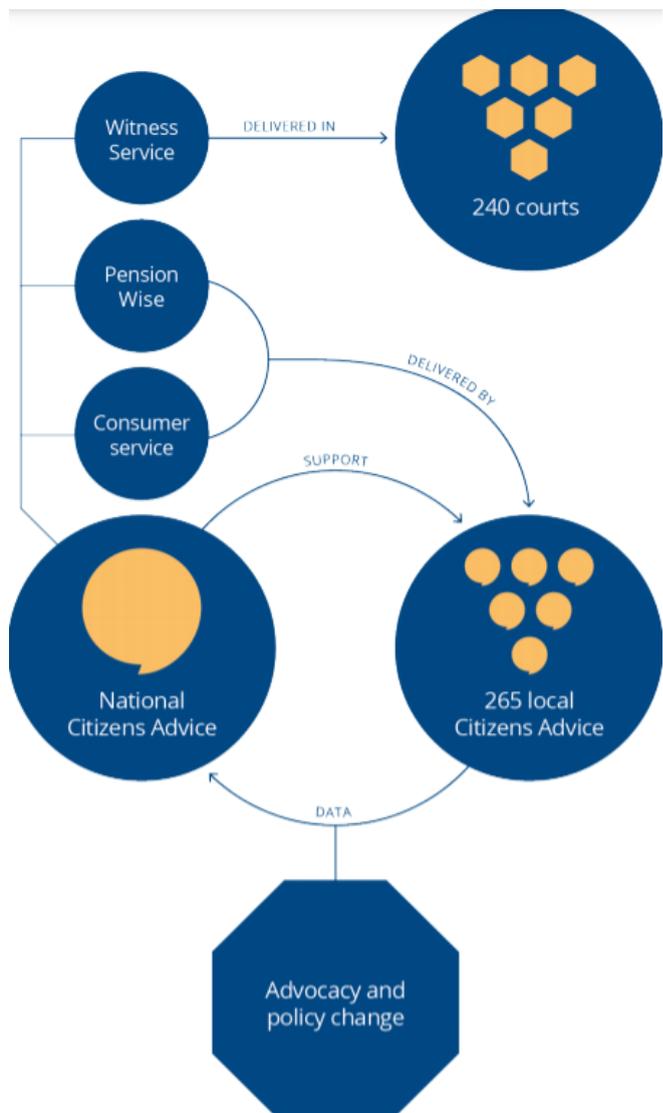
Our network members are all independent charities, delivering services from

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

They do this with:

- 7,700 local staff
- over 21,300 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 **Software Engineering** team. Here are three ways you can find out more about us:

1. I found a software team that really cares about its users and its people:  
<https://wearecitizensadvice.org.uk/i-found-a-software-team-that-really-cares-about-its-users-and-its-people-599323b20d96>
2. If you push beyond digital, what happens next?:  
<https://wearecitizensadvice.org.uk/if-you-push-beyond-digital-what-happens-next-f31a763f6310>
3. 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>



## The role

Engineering Managers will be leading and managing the development staff in our Technology team.

You will be helping to define and implement our technology strategy.

You will be guiding the people in our cross-functional product development teams, helping them to optimise their processes and tools. We want you to champion standards for their work, communities of practice to share ideas across multiple teams, iterative and user-centred development, and collaborative working practices.

You will be helping to define a career progression framework for the engineering team, so that everybody knows what next steps might be available to them in their careers, and what they can do to prepare for those. You will be supporting your staff to define their own personal development goals, and ensuring they have the time and resources to learn what they need to learn. You will be recruiting and onboarding new staff.

You will be coaching team members and helping them to do the best work they can together. You'll be making our teams better!

We like to use Ruby, Rails, Rspec, React, Cucumber, Webpack, Sass, Docker, Jenkins, AWS, Glue and Redshift. GitHub, Slack and Google Hangouts are our tools for collaborative working. You don't need to know all of these before you join us – we're happy to help you learn our tech stack after you are part of the team.

Our teams all work in Agile, iterative ways, focusing on the needs of our clients and advisers. We do not dictate methodology; each team is empowered to adopt practices that work for them.

We will provide you with the right tools: everyone in the team has a Macbook Pro and whatever else you need to get the job done.

Our digital development teams are now working remotely. You can contribute from wherever you live within England or Wales. We are making some office spaces available for people who prefer to work there.

We recognise that different working patterns suit different people. There is a standard default Monday-to-Friday working pattern, but you can agree to modify this with your line manager.

## Role profile

<b>Band</b>	Manager - Lower
<b>Reporting to</b>	Head of Software Engineering
<b>Proficient salary</b>	£66,000
<b>Location</b>	Flexible within England & Wales
<b>Team overview</b>	The Technology team works with our colleagues in multi-disciplinary teams to build digital services that enable our clients to get the help they need, and equips our workforce with the technology and support they need to do their best work.
<b>Role purpose</b>	<ul style="list-style-type: none"><li>• To support Citizens Advice's engineering teams to do the best possible work, while also representing and looking after the individuals in those teams and supporting their growth</li></ul>

## Responsibilities

Key accountabilities	Key elements/Tasks	% of Time
Support and develop a diverse and high-performing engineering team	<p>Line manage 5-10 individual contributors from the software engineering team, working across various cross-discipline teams</p> <p>Support the Head of Software Engineering in establishing clear paths and support for developers to progress, enabling us to grow and leverage the great talent on our team, and paving the way for us to hire and upskill junior developers</p> <p>Lead aspects of developer hiring, recruiting and retaining a diverse, talented, and socially motivated team</p> <p>Lead by example on our commitment to equity, diversity, and inclusion, fostering an environment in which everyone can bring their full self to work</p> <p>Write and talk about the team's work publicly, helping to promote Citizens Advice as a brilliant place to do technical work for social good</p> <p>Help your team to set personal development goals, and agree actionable steps towards achieving them, using your own technical expertise and experience where applicable</p> <p>Encourage a healthy work-life balance among our technical disciplines and support your direct reports' happiness and wellbeing at work</p>	40
Champion good practices in software development	Help the other technical leaders to define our technology strategy	40

	<p>Work with the other technical leaders to embed our technical strategy, principles and standards within the teams, to encourage quality and alignment with our technical vision in the systems we build</p> <p>Advocate user-centric, agile approaches which focus on rapid, effective delivery of high-quality digital services</p> <p>Keep up with technological developments and trends in software development, and identify opportunities for improvement of our technology estate</p> <p>Help develop mature communities of practice, define standards for our work (for security, reliability, performance, accessibility, and responsiveness)</p>	
Shape and support project teams to deliver their best work	<p>Develop our engineers' proficiency in complementary disciplines, to support user-focused and agile ways of working in multi-disciplinary teams, and to enable them to own and operate the systems they build</p> <p>Help to ensure that product teams are well-balanced, containing a mix of people with the necessary skills; unblock delivery, resolve capacity issues, and ensure your team has high-value work to do</p>	15
Other	<p>Deputise for senior staff, support the Head of Software Engineering, and supervise staff as required from time to time</p> <p>Undertake any other duties as may be reasonably required within the scope of the role</p> <p>Comply with Citizens Advice policies and procedures, including health and safety and recruitment</p>	5



# Person specification

## Essential criteria

You should have experience of:

- Designing, building, and running web applications, with a variety of stakeholders or clients
- Hands-on experience with some of the technologies we use or similar (e.g. Ruby on Rails, React, AWS, Jenkins, Docker, Kubernetes)
- Supporting software developers in user-centred, multidisciplinary, agile teams, coaching and mentoring, improving ways of working for teams and individuals, encouraging productivity, and improving software development practices
- Managing people, creating a positive working environment in which: equality and diversity are embedded in every aspect of the team's work and output; dignity at work is upheld; staff are empowered and motivated to grow, improve their technical skills, and achieve good outcomes
- Managing and resolving conflicts, either between team members or with people in other parts of an organisation

You should be able to demonstrate:

- An ability to communicate technical nuances without jargon – explaining technical decisions, trade-offs, and risks – tailored for audiences of varying technical background
- A solid understanding of the modern web application stack (e.g. application layers, databases, cloud infrastructure, CI/CD, container orchestration)
- A solid understanding of modern development principles and good engineering practices

## Desirable criteria

- Experience of managing diverse stakeholders, and working laterally to accomplish things through others, regardless of formal reporting structures
- Experience creating career progression frameworks



# Terms and conditions

## 1. PROFICIENT SALARY: £66,000

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.

#### **12. LOCATION**

Flexible within England and Wales

#### **13. EMPLOYMENT STATUS**

Permanent

#### **14. 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.

#### **15. 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/>