



Telephony Change - Network Lead

Leadership development pilot

This job pack should give you everything you need to know to apply for this role as a chief officer or member of the senior leadership team and what it means to work at Citizens Advice.

Want to chat about this role?

If you have any questions or would like to discuss the role in more detail, you can contact Sera Thompson (sera.thompson@citizensadvice.org.uk or 07726 700 324)

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

The team

The role you're applying for will sit within the **Data, Design and Technology directorate** and in the **Remote Advice Platform** team. Here are a ways you can find out more about us:

1. [Product Strategy](https://wearecitizensadvice.org.uk/product-strategy-2021-to-2023-273c110054d6) - <https://wearecitizensadvice.org.uk/product-strategy-2021-to-2023-273c110054d6>
2. Recordings, slides and Q&A docs from the RAP team's [August](https://citizensadvice.workplace.com/groups/272294509949342/permalink/1199752020536915?saml_reauth=1634675191&request_id=bbhhdkiacfjjpdeffeikonipleebcihbaoddeomk&login_type=1) https://citizensadvice.workplace.com/groups/272294509949342/permalink/1199752020536915?saml_reauth=1634675191&request_id=bbhhdkiacfjjpdeffeikonipleebcihbaoddeomk&login_type=1 and [September's](https://citizensadvice.workplace.com/groups/272294509949342/permalink/1223439991501451) <https://citizensadvice.workplace.com/groups/272294509949342/permalink/1223439991501451> Show & Tell sessions (these links are to posts on Workplace).



The role

This role is open to people **who are currently a chief officer at a local Citizens Advice** and we are open to applications from **members of the senior leadership team in a local Citizens Advice**, if your experience is relevant.

It's part of our leadership development pilot - a pilot we're running to provide opportunities for chief officers and members of local leadership teams to lend their skills and local knowledge on key projects linked to the delivery of our Future of Advice ambitions.

The way it works is we're providing a number of secondment opportunities for chief officers to join different national teams for the equivalent of 1 day a week. We'll pay for your time spent with us.

This role specifically sits within the **Remote Advice Platforms** team and is key to delivering our Future of Advice strategic framework as a service, focussed on working together locally and nationally to support us to roll out our new phones platform.

The key aims and responsibilities of this role are to:

- Assist in the planning and implementation of the new phones platform across the local Citizens Advice network, a strategic priority for Citizens Advice, by lending your skills, expertise and local knowledge.
- Specifically, you'll influence plans to:
 - mitigate risks, issues and challenges
 - engage with the network
 - train the network and supporting teams
 - test the new system with users to make sure it meets our requirements.

You can find out more about the role below:

Role title	Telephony Change - Network Lead
Department	Remote Advice Platform - Technology, Customer Journey, and Data Directorate
Project start and end date	February - July 2022
Hours per week	7 hours a week - flexible arrangement to accommodate meetings/how the successful candidate would like to work
Contract type	Secondment
Salary	We'll cover your salary for the hours listed above
Location	Flexible locations in England and Wales



Key skills and experience

We're looking for someone who's got lots of ideas and is interested in joining a fast-paced team.

What we're looking for:

- Excellent presentation, communication, and interpersonal skills including ability to build relationships with staff at all levels.
- Ability to explain operational dependencies, processes and implications to stakeholders that are unfamiliar with them and vocalise the needs of the network clearly to the project team.
- Demonstrable understanding of the importance of well-planned change management and confidence in supporting stakeholders through complex change, including an ability to deal with conflicting interests effectively, objectively and sensitively.
- Strong analytical skills and proven ability to use data to inform decisions and develop recommendations.
- Experience of successfully introducing and upskilling a wide audience to new processes and/or products, including an understanding of what is effective and how to measure success.



What you'd gain

- Experience of working in a multi-disciplinary team to deliver a high transactional digital platform using agile methodology at a national level across a large and complex organisation.
- Become an experienced champion for improved partnership-working between Local Citizens Advice and National teams through hands-on involvement and collaboration.
- Being part of positive change in improving the delivery of key Citizens Advice services.
- An in-depth understanding of the way that we work and the challenges that we face in planning and implementation of a complex technology solution.