



Infrastructure Services 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 James Blackmore, Head of Workforce Technology by emailing james.blackmore@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 4 offices or as homeworkers, or as part of the Witness Service from over 240 courts across England and Wales
- 3000 Witness Service volunteers

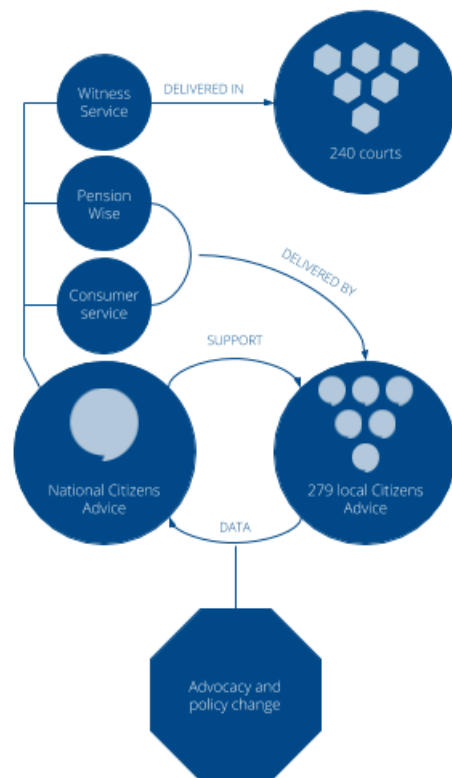
Our network members are all independent charities, delivering services from

- 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 **Technology** team. Here are some 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. [The way we use digital technology](https://wearecitizensadvice.org.uk/if-you-push-beyond-digital-what-happens-next-f31a763f6310)
(<https://wearecitizensadvice.org.uk/if-you-push-beyond-digital-what-happens-next-f31a763f6310>)
4. [Our work on the customer journey](https://wearecitizensadvice.org.uk/how-were-putting-users-at-the-heart-of-our-services-9994ba706793)
(<https://wearecitizensadvice.org.uk/how-were-putting-users-at-the-heart-of-our-services-9994ba706793>)
5. [Our product strategy](https://medium.com/@kyliehavelock/connecting-people-with-the-best-advice-2c84ceab772f)
(<https://medium.com/@kyliehavelock/connecting-people-with-the-best-advice-2c84ceab772f>)



The role

At Citizens Advice we're looking to take a new approach to the technology infrastructure that sits behind our work. When we build services for our clients, we work in agile ways and apply the principles of user-centered design - and we'd like to apply that approach to our infrastructure services as well.

We want to find a brilliant candidate for this role, so we want to attract a diverse field of applicants. We particularly welcome people who are underrepresented in technology. We are a flexible employer, so this role may suit working parents or people returning to work after raising children.

We particularly welcome applications from disabled and Black, Asian and Minority Ethnic (BAME) candidates as BAME and disabled people are currently under-represented throughout Citizens Advice. We are a member of the race equality campaign at Business in the Community, the Prince's responsible business network and are committed to improving employment opportunities for ethnic minorities across the UK. We also welcome applications from, LGB and Trans and non binary candidates.

We have made a positive commitment to employing disabled people and guarantee to interview all disabled candidates who meet the minimum essential criteria for the role as set out in role profiles.

We plan to adopt an explicitly outcome-oriented approach to infrastructure and we're looking for an innovative and adaptable leader who can bring this kind of product mindset to our work. The role will be responsible for infrastructure that provides key services to our workforce, including connectivity, hosting, identity, device management, telephony, and platform management.

Our **Infrastructure Services Manager** will develop and lead our strategy for infrastructure, working closely with our Head of Workforce Technology. We need someone who is comfortable applying methods from a range of disciplines: prioritisation techniques from product management, for example, or planning and delegating techniques from delivery management, or applying user research methods to better understand our users' evolving needs. We need a leader who can work to minimise upfront investment and risk, test hypotheses early, and continuously engage with users.

This work requires an inclusive leader: someone who can mentor and support our infrastructure team of six people; refining their craft, collaborating across disciplines, and applying their skills and experience to the latest technology. They will work with our service desk and application support teams to provide a joined up customer experience for staff. Ideally they will be comfortable writing publicly about their work, so that we can make Citizens Advice a recognised leader in this field.

Key to this work will be supporting parity of experience between office-based and remote staff. To help us support this wider culture shift in the organisation, we need someone who understands not just technology but the way technology shapes behaviour. How can we shift teams onto more modern platforms in a collaborative way? How do we bring our networking best practices to cloud networking and [zero-trust models](#)

(www.ncsc.gov.uk/collection/zero-trust-architecture), and how will we need to adapt them? These are the kinds of challenges we'd love you to help us to solve.



Role profile

Band	Manager - Mid	
Reporting to	Head of Workforce Technology	
Proficient salary	£66,000 (plus £3,520 London allowance if applicable)	
Location	Flexible within England & Wales	No travel required
Team overview	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.	
Role purpose	Lead the Infrastructure team to implement a modern, cloud-based, zero trust architecture (www.ncsc.gov.uk/collection/zero-trust-architecture) that enables our staff to do their best work from any location, securely.	

Responsibilities

Key accountabilities	Key elements/Tasks	% of Time
Lead our infrastructure services	<p>Take a service-oriented approach to infrastructure services, enabling our staff and volunteers to do their best work on-site and remotely, including:</p> <ul style="list-style-type: none"> • Connectivity between and within offices, from home, and into cloud networks • Telephony for individual lines and major call distribution systems • Hosting applications and services in the cloud and some of them on-premise • Identity providers and single sign-on integrations 	40

	<ul style="list-style-type: none"> ● Device management of laptops and mobiles ● Platform management of productivity and collaboration tools <p>Lead our journey to a zero trust architecture (www.ncsc.gov.uk/collection/zero-trust-architecture), establishing a clear, modern vision and guiding principles that will help us ensure parity of experience between office-based and remote staff</p> <p>Complete our transition to modern infrastructure: minimising on-premise dependencies where possible and utilising cloud infrastructure at every opportunity</p> <p>Think outside-the-box, finding creative ways to quickly remove our dependency on legacy systems and contracts</p> <p>Stay up to date with, and adapt to, best technical practices in infrastructure, and with the evolving needs of our staff</p> <p>Lead multi-disciplinary work, incorporating capabilities in user-centred design, and applying techniques from product and delivery management as appropriate</p> <p>Oversee day to day operational support of a variety of applications and infrastructure, such as those that sit behind our public website</p> <p>Manage suppliers in order to continuously improve the usability, coherence, and value for money of our infrastructure estate</p>	
Lead our infrastructure team and adapt to new ways of working	Support team members to apply their knowledge and experience to any new technologies that our evolving needs require, through training,	30

	<p>hands-on experience, and inclusion in the decision making process</p> <p>Recruit and retain diverse, talented, and socially motivated infrastructure experts, fostering a culture of learning and development</p> <p>Work with the service desk and application support teams to provide a joined up customer experience for staff</p> <p>Apply user-centered approaches to ensure our staff have the tools they need to be productive and collaborative from anywhere, supporting parity of experience between office-based and remote staff</p> <p>Employ methods from other disciplines, from product and delivery management to user research and service design</p> <p>Approach our infrastructure work in a way that minimises upfront investment and risk, works to minimum viable products, and adapts the plan based on real-world observations</p> <p>Help to establish Citizens Advice as the best and most inclusive place to do technical infrastructure work for socially motivated people</p>	
<p>Manage people, finances, and risks</p>	<p>Lead by example on our commitment to equity, diversity, and inclusion, recruiting diverse candidates and running the infrastructure team in a way that allows people to bring their whole selves to work</p> <p>Collaborate with the extended leadership team that together oversees our design, data and technical functions to improve our collective ways of working, and to help define and deliver our strategy</p>	<p>20</p>

	<p>Adhere to sound financial management disciplines and collaborate with colleagues to comply with budgeting and business planning processes</p> <p>Work in accordance with the organisation's risk register and risk mitigation strategy, working particularly closely with the Head of Cyber Security and Data Protection Officer with respect to data security and data privacy</p>	
Other	<p>Deputise for senior staff, 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>	10



Person specification

Essential criteria

1. Experience working with—and strong understanding of—cloud infrastructure and some of the core technologies underpinning our

portfolio, e.g. networking, identity management, mobile device management.

2. An understanding of [zero trust architecture principles](https://www.ncsc.gov.uk/collection/zero-trust-architecture) (<https://www.ncsc.gov.uk/collection/zero-trust-architecture>).
3. Successful track record of delivering high-volume services or products in a large and complex organisation.
4. Strong people management skills, with the ability to create a positive working environment in which equity and diversity are embedded in every aspect of the team's work and output, dignity at work is upheld and staff are empowered and motivated to achieve good outcomes
5. Experience structuring work to minimise upfront investment and risk, test hypotheses early, and continuously engage with users.
6. Ability to communicate technical nuances and jargon—explaining technical decisions, trade-offs, and risks—tailored for audiences of varying technical background.

Desirable criteria

7. Passionate about using technology to address social challenges, with a proven desire to work in an equity-driven organisation solving complex problems
8. A fluent and compelling writer, able to communicate to external audiences about the work we do and position Citizens Advice as a great place to do socially motivated infrastructure work
9. Takes responsibility, driving a constant search for better - more user-friendly and efficient - ways of doing things, while taking accountability for and learning from mistakes
10. Curious and able to think laterally when trouble-shooting problems, investigating and anticipating problems before they occur - and finding creative and quick solutions when they do - and motivating your team to do the same
11. Experience coaching others and amplifying their strengths and successes



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/>