



**South West Aberdeenshire Citizens Advice
[SWACAB]**

Recruitment Pack

1. Covering Letter
2. Background Information
3. Job Description
4. Person Specification
5. Notes for Applicants
6. Equal Opportunities Form



South West Aberdeenshire
Citizens Advice
Suite 2, 1st Floor Offices,
Westhill Shopping Centre,
Old Skene Road,
Westhill AB32 6RL

Date: December 5th, 2023

Dear Applicant,

Post of Chief Officer – full time, applicants preferring part time hours will be considered

Thank you for your enquiry about the above post.

Please find enclosed the recruitment pack, which includes the job description, person specification and an equal opportunity monitoring form. There is also some background information about South West Aberdeenshire Citizens Advice Bureau.

In the interest of public safety, the successful applicant for this post will be asked to disclose criminal history information under the Protection of Vulnerable Groups Scheme.

Your application should include your CV and covering letter, which highlight clearly:

- 1) **How you meet the person specification and**
- 2) **Reasons for applying to this role**

We look forward to receiving your application by the closing date of **5pm on Monday 15th January 2024** and we would ask that you provide an email address and telephone number where we can contact you day and/or evening.

We aim to hold first interviews w/c 22nd January or 29th January

Yours sincerely

Owen O'Donnell
Chairperson
South West Aberdeenshire Citizens Advice Bureau



South West Aberdeenshire Citizens Advice Bureau

Background Information

South West Aberdeenshire Citizens Advice Bureau (SWACAB) was formed in 2007 as Westhill and District Advice Centre and became a full Bureau in 2010 when membership of the Scottish Association of Citizens Advice Bureau (SACAB), also known as Citizens Advice Scotland (CAS), was awarded. Since then, we have continued to develop our services in response to the needs of the residents of South West Aberdeenshire, with support from CAS.

The twin aims of the Scottish Citizens Advice Bureau Service are to ensure that individuals do not suffer through lack of knowledge of their rights and responsibilities, or of the services available to them, or through an inability to express their needs effectively and equally, to exercise a responsible influence on the development of social policies and services, both locally and nationally.

SWACAB also creates opportunities for local people to develop their skills, boost their confidence and service their local communities through volunteering as generalist advisers, receptionists and administrators. Many of our volunteers are retired and looking to give back to their communities but even so, over a third of our volunteers go on to further employment and education.

The Bureau offers advice Monday to Friday between 9.30 and 3pm. We have a team of 13 core and project staff and a cohort of over 19 volunteers. The Bureau provides a free, confidential, independent and impartial advice service through face-to-face appointments, home visits, email, phone and video conferencing for local residents on a wide range of issues including:

- Debt and money advice
- Welfare Rights
- Consumer issues
- Immigration
- Employment and workforce problems
- Housing
- Relationship and family issues
- Discrimination
- Health and community services
- Legal rights & responsibilities

SWACAB, in partnership with the other Aberdeenshire CABs has formalised a consortium partnership agreement to strengthen our business case for Council funding and to offer other options for service delivery opportunities. On 1 January 2020, the consortium won and started delivery of the Aberdeenshire Council contract for the provision of specialist debt and money advice, outreach services and volunteer support. The partnership between North West Aberdeenshire CAB, Banff and Buchan CAB and Kincardine and Mearns CAB secured funding within the CAB network for a period of five years. We expect the Council to run a re-tendering process for this service during 2024.



The remainder of our work is funded by charitable trusts, government funding, national CAS projects and donations.

SWACAB will work to innovate its existing services, including a focus on developing health inequality, financial education and inclusion, welfare rights and employment advice to further help empower individuals and communities with better access to advice, information, advocacy and new skills.

SWACAB is well-placed to recognise trends and identify particular needs and lack of services for specific groups. Enquiries are received across a wide range of fields, and clients expect high quality advice and assistance on what are, at times, highly complex matters. Currently, the main enquiries relate to problems with welfare benefits; debt; legal issues; employment; energy and utilities; immigration and nationality; housing; and family and personal situations.

SWACAB is a trusted and well-respected organisation. It enjoys high levels of client satisfaction and the excellence of its training programme is widely recognised. Its volunteer workforce and paid staff are fully committed and strive to provide the advice sought by thousands of clients each year.

South West Aberdeenshire Citizens Advice Bureau is a Charity registered in Scotland (No. SC037679) and was incorporated as a Company Limited by Guarantee (No. SC365959) in September 2009. It is registered with the Information commissioner's Office and is authorised and registered with the Financial Conduct Authority.

For a full overview of all our services and current work, please visit our website at: <https://www.swacab.org.uk/>

South West Aberdeenshire Citizens Advice [SWACAB]

Job Description

Employer: Board of Directors

Job Title: Chief Officer - South West Aberdeenshire Citizens Advice

Responsible for: All paid and unpaid staff

Main Purpose: Responsible for:

- Leading the management team in the creation and delivery of the business plan
- Securing the long-term financial sustainability of the organisation on an ongoing basis and supporting the Board with implementation of the fundraising strategy
- Developing and delivering short, medium and long-term strategies in partnership with the Board of Directors, ensuring that the organisation meets the needs of local communities
- Overseeing the delivery of professional quality services, evaluating and implementing systems that ensure efficient and accessible services while maintaining staff and volunteer welfare, and propagating a culture of leadership and high-level employee and volunteer engagement throughout the organisation
- Maintaining a reputation for excellence and developing strong partnership relations.
- Advising and guiding the Board to ensure compliance with statutory and membership requirements

Salary: Up to £42,000 (dependent on experience)

Hours: 35 hours/week, however applicants preferring part-time hours will be considered

Term: Permanent subject to funding

MAIN ACTIVITIES AND RESPONSIBILITIES

Strategic Plan

- Support the development and review of the Strategic Plan in partnership with the Board including projects development, fundraising strategy, and standards for quality and excellence
- Develop, implement and review operational plans to ensure organisational objectives are met
- Assist the Board regularly in management accounts, strategic updates and key performance indicators

Management of Resources

- Responsibility for ensuring the management and welfare of staff, their development and support and supervision in line with the organisational structure
- Oversee scheme of delegation and ensure that staff are supported and empowered to achieve best results for clients and the organisation
- Day-to-day management and review of the organisation budgets to ensure targets are met
- Assist in preparation of financial reports and budget proposals in partnership with Finance Director and the board
- Prepare a risk register and provide regular risk reports
- Oversee fundraising and contract tendering activities with Deputy Manager and the Board Funding Sub-group to approve applications
- Ensure the main offices, outreach premises and equipment are secure, maintained and meet health and safety standards.

Services

- Ensure services comply with quality control frameworks including Citizens Advice Scotland (CAS) audits; Scottish National Standards for Advice and Information Agencies
- Lead development plans for improvement and innovation across the service
- Lead the development, implementation and review of operating policies and procedures to ensure effective service delivery in line with CAS recommendations and developments at local and national levels
- Review service delivery KPI's and analyse trends for planning and development
- Ensure that a well-managed evaluation and reporting framework for funders, the Board and wider stakeholders is adhered to
- Report performance to various internal and external stakeholders

Advice and Guidance

- Report on organisational performance to Board through an agreed framework
- Report on important developments within Citizens Advice Scotland, Local Authority, Scottish and UK government and other key stakeholders e.g. DWP
- Ensure that the Board is kept informed of their legal obligations and compliance issues

Profile

- Play a leading role in building and maintaining good working relationships with relevant local and national statutory, voluntary and community organisations
- Ensure the Bureau is represented at local networks, forums, meetings etc
- Ensure relevant information on the range of Bureau services is provided to the public and other key stakeholders
- Be responsible for the preparation and issue of press statements and other public communications including those on social media sites

Compliance

- Assist the company secretary to ensure all regulatory requirements are met, including returns to the Office of the Scottish Charity Regulator, Companies House, Financial Conduct Authority, Aberdeenshire Council and Citizens Advice Scotland.

SWACAB - Chief Officer

Person Specification



	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Demonstrable experience within a similar organization or field 	<ul style="list-style-type: none"> • Educated to degree level or have equivalent relevant experience
Experience	<ul style="list-style-type: none"> • Leadership experience in a comparable working environment • Managerial experience in staff recruitment, training, supervision and performance management • Experience in staff appraisal and development, and in the use and development of KPIs • Experience in financial/budget control and risk management • Experienced and understanding of in office administration, technologies and managing effective IT systems 	<ul style="list-style-type: none"> • Experience of partnership working in the voluntary and statutory sectors • Experience in advice sector • Knowledge and understanding of quality standards • Experience and demonstrable success of grant funding and competitive tendering • Experience of managing and reporting on statutory and institutional funding
Skills and Attributes	<ul style="list-style-type: none"> • Excellent written and oral communications skills • Ability to conduct detailed negotiations • Project management and ability to manage change and development • Computer proficient • Skilled in report writing • Ability to work to budget • Ability to work under pressure and make measured, appropriate responses in often complex situations • Keen analytical skills 	<ul style="list-style-type: none"> • Awareness of the social needs of local communities and services provided by the voluntary sector • Experience of statistical analysis for monitoring and evaluating purposes • Ability to build on existing professional networks



Values and Attitudes	<ul style="list-style-type: none"> • Proven ability of working as part of a team • Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively • Support of the principle of voluntarism • Experience of devising and implementing equal opportunities policies and practices • An innovator who likes the challenge of developing and implementing new approaches • Well-organised, self-reliant and able to work independently • Commitment to quality customer care, and staff welfare 	<ul style="list-style-type: none"> • Understanding of, and commitment to, the aims and principles of the CAB service
Knowledge	<ul style="list-style-type: none"> • Understanding of social exclusion issues and the role of the voluntary sector • Understanding of local authority structures • Knowledge of committee procedures • Knowledge of the benefits of IT 	<ul style="list-style-type: none"> • Understanding of the current and evolving welfare reform and advice sector landscape • Awareness of the needs and responsibilities of GDPR and the Data Protection Act
Other	<ul style="list-style-type: none"> • Willing to be flexible and adaptable in meeting the needs of the service • Able to work on own initiative • Willing to undertake occasional work out of office hours • Ability to travel within outreach premises, the local CAB area and elsewhere, as required with own transport. 	<ul style="list-style-type: none"> • Ability to work with the media and develop the organisation's social media footprint • Understanding of brand development

Notes for applicants:

- Please provide two referees. **One of your referees should be your present or most recent employer.** If you have not been employed or have been out of employment for a long time, please give the name of someone who knows you sufficiently well to confirm the information you have given and to comment on your ability to do the job. This should not be a relative or a personal friend. Referees will not be approached unless a job offer is to be made.
- The enclosed person specification lists the minimum requirements for this post. When shortlisting for interview the selection panel will consider the information contained in your CV and will assess this against the person specification.
- The selection panel cannot make assumptions about the nature of the work you have done or your experience from a list of job titles. It is therefore important that you demonstrate how you meet the person specification. Paid and voluntary works are not the only experiences worth quoting. Other life experiences and skills may be just as valid.
- If you are shortlisted for interview, the selection panel will ask you questions based on the person specification, which will cover the areas in more detail.

Closing Date for application: 5pm on Monday 15th January 2024

APPLICATION

To apply please email your CV, supporting letter and completed Equalities Monitoring Form to **Owen.O'Donnell@swacab.org.uk**

INTERVIEWS

First interviews: w/c 22nd January

YOU ARE REQUESTED TO BRING TO INTERVIEW ALL RELEVANT EDUCATION/VOCATIONAL CERTIFICATES YOU HAVE REFERRED TO IN YOUR APPLICATION

Data Protection

The personal record of the person appointed to this post will be held in South West Aberdeenshire Citizens Advice Bureau in accordance with General Data Protection Regulation (GDPR). The personal records of unsuccessful candidates will be destroyed as confidential waste three months after the recruitment exercise ends. Our privacy policy for applicants is noted at the end of the recruitment pack.

EQUAL OPPORTUNITIES – RECRUITMENT MONITORING FORM

SWACABCAB is striving to ensure equality of opportunity in its volunteering and employment policies and therefore we have decided to monitor our recruitment practices. This will help us identify areas of under representation in our workforce and to assess those areas where positive action is needed. In order that we can monitor each stage of the recruitment process, you will be asked to complete this form on application.

Your co-operation in completing this form would be greatly appreciated. We must stress that any information you give will be strictly confidential. You are not obliged to answer the questions but you will appreciate that, for our monitoring policy to be wholly effective, we would hope to have 100% response.

If you do not wish to answer any question(s), this will not affect your application in any way. There follows an explanation of some of the sections where appropriate. Thank you for your time and co-operation in completing our form.

We wish to give you the following assurances

- The information provided will not form the basis of any part of selection
- All information will be regarded as confidential
- This information will only be used for statistical purposes to monitor the composition of the service.

1. ETHNIC ORIGIN

We appreciate that some people, including those of mixed race, may not be happy with classification used on monitoring forms. The classifications we have used are those used by the General Register for Scotland – census forms. If you wish to classify yourself in some other way, please use the additional space provided to do so.

I would describe my ethnic origin as (in your own words or if you prefer tick one of the following):

White Scottish	<input type="checkbox"/>	Indian	<input type="checkbox"/>	Chinese	<input type="checkbox"/>
Other White British	<input type="checkbox"/>	Pakistani	<input type="checkbox"/>	Caribbean	<input type="checkbox"/>
Irish	<input type="checkbox"/>	Bangladeshi	<input type="checkbox"/>	African	<input type="checkbox"/>
Any other white background	<input type="checkbox"/>	Any other Asian background	<input type="checkbox"/>	Any other Black background	<input type="checkbox"/>

Other ethnic background (please specify).....

2. GENDER

I am (please tick): Male Female Transgender

3. AGE

25 and under	<input type="checkbox"/>	55 and over	<input type="checkbox"/>
26 - 34	<input type="checkbox"/>	Declined to answer	<input type="checkbox"/>
35 - 54	<input type="checkbox"/>		

4. DISABILITY

We understand that many employees do not declare disability or caring responsibilities because of possible discrimination against them by employers in the selection process and many people do not register as disabled for the same reason. We would like to know how many people we attract to the service so that we can monitor the effectiveness of our policies towards disabled people and their carers.

Disability*	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Registered disabled*	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Would you require special adaptations/equipment	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Carer of someone with a disability	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>

Please specify _____

*If you answer in the affirmative to any of the above questions and are short-listed for interview, please contact the CAB to ensure that interview arrangements are to your satisfaction.

5. SEXUAL ORIENTATION

We appreciate that some people may find the question on sexual orientation to be an extremely personal one and we must therefore re-iterate that you are under no obligation to answer it.

I would describe myself as (please tick):

Heterosexual Lesbian Gay Bisexual Transgender

6. MEDIA RESPONSE

Where did you see this post advertised or how did you find out about it?

7. COMMENTS

Do you have any comments about our monitoring form?