**Glasgow North West Citizens Advice**

**[GNWCAB]**

**Recruitment Pack**

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**Glasgow North West Citizens Advice Bureau**

**2nd Floor**

**1455 Maryhill Road**

**GLASGOW G20 9JA**

**Tel: 0141 948 0204**

Date: May 10, 2021

Dear Applicant,

**Post of Chief Executive**

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 opportunities monitoring form. There is also some background information about Glasgow North West 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 leaving each role of employment**

We look forward to receiving your application by the closing date of **5pm on Friday 4 June 2021** 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 14th June with second interviews w/c 21st June

Yours sincerely

**Alastair Mackenzie**

**Chair**

**Glasgow North West Citizens Advice Bureau**

**Glasgow North West Citizens Advice Bureau [GNWCAB]**

**Background Information**

GNWCAB was formed in 1981. We are a member of the nationally recognised brand of Citizens Advice Bureau (CAB) and have continued to develop in response to the needs of the residents of the North West of Glasgow. The organisation is a member of the umbrella body Citizens Advice Scotland (CAS) that provides guidance and support to all Citizens Advice Bureaux in Scotland.

**Our mission is to end poverty and inequality in our communities, by ensuring that people from all backgrounds are empowered through access to advice and support that helps them affect positive change in their lives and the lives of those around them.**

GNWCAB is committed to furthering its mission and vision in the light of the Covid-19 pandemic and all of its resulting issues affecting our communities. GWNCAB will work openly to innovate its existing services in response to these issues, including a focus on developing health inequality, right education and employability projects to further help empower individuals and communities with advice, information, and new skills. GNWCAB has identified five tenets, which will guide the work it does in the immediate future:

- Quality of advice

- Access to services

- Equalities and diversity

- Leadership culture

- Responsiveness to need

GNWCAB is well placed to recognise trends and identify particular needs and lack of services for specific groups. Enquiries are across a wide range of fields, and clients expect high quality advice and assistance (including representation at tribunals and in Court when appropriate) on what are, at times, highly complex matters. The main enquiries at the present time relate to problems with welfare benefits and money; employment; goods and services; housing; and family and personal situations.

The Bureau offers advice Monday to Friday between 9 and 5pm. We have a team of 28 core and project staff and in addition we have over 40 volunteers, the Bureau provides a free, confidential, independent and impartial multi-channel service for community residents on a wide range of issues including:

• Debt and money

• Welfare Rights

• Consumer issues

• Immigration

• Employment and workforce problems

• Housing

• Relationship and family issues

• Discrimination

• Health services

• Legal rights & responsibilities

GNWCAB 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.

GNWCAB is a company limited by guarantee and incorporated in Scotland number SC202642 as a charity by HMRC no SC005641.

For a full overview of all our services and current work, please visit our website at: [www.gnwcab.org.uk](http://www.gnwcab.org.uk)

**Glasgow North West Citizens Advice [GNWCAB]**

**Job Description**

**Chief Executive**

**Employer:** Board of Directors

**Job Title:** Chief Executive Glasgow North West CAB

**Responsible for:** All paid and unpaid staff

**Main Purpose:** Responsible for:

* Leading the senior 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 business development manager with implementation of the fundraising strategy
* Developing and delivering short- medium- and long-term strategy 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 whilst acting as company secretary

**Salary:**  £41,500 – £44,500 (dependent on experience)

**Hours:** 35 hours/week – we will support flexible working practices and an element of home working

**Term:**  Permanent subject to funding

**MAIN ACTIVITIES AND RESPONSIBILITIES**

**Strategic Plan**

• Lead 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

• Report regularly to the whole team and the Board on 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 organsational 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 with Finance Manager

• Prepare financial reports and budget proposals in partnership with Finance Manager and the board

• Prepare a risk register and provide regular risk reports

• Oversee fundraising activities with Business Development Manager and approval of applications for funding

• Ensure the organisation’s premises and equipment are secure and maintained

**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 services

• 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 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 the Board through KPI framework

• Report on important developments within Citizens Advice Scotland, Local Authority, Scottish and UK government and other key stakeholders e.g. DWP

• Ensure 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**

• Act as company secretary, ensuring all regulatory requirements are met including returns to the Office of the Scottish Charity Regulator, Companies House, Financial Conduct Authority and Citizens Advice Scotland.

**GNWCAB**

**Person Specification**

**Chief Executive**

|  |  |  |
| --- | --- | --- |
|  | **Essential** | **Desirable** |
| **Qualifications** | At least 7 years experience within a similar organization or field | Educated to degree level or have equivalent relevant experience |
| **Experience** | 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 | 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** | 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  Able to work to budget  Ability to work under pressure and make measured, appropriate responses in often complex situations  Keen analytical skills | 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** | 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 | Understanding of and commitment to the aims and principles of the CAB service |
| **Knowledge** | 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 | Understanding of the current and evolving welfare reform or advice sector landscape  Awareness of the needs and responsibilities of GDPR and the Data Protection Act |
| **Other** | 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 the local CAB area and elsewhere, as required | Ability to work with the media and develop the organisation’s social media footprint  Understanding of brand development |

**GNWCAB**

**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 Friday 4 June 2021**

**ENQUIRIES**

For a confidential discussion about the post please contact Debbie Shields or Emma McEneaney of Aspen People on 0141 212 7555.

**APPLICATION**

To apply please email your CV, supporting letter and completed Equalities Monitoring Form to Katy Gall – [kgall@aspenpeople.co.uk](mailto:kgall@aspenpeople.co.uk)

**INTERVIEWS**

First interviews: Wednesday 16th and Thursday 17th June 2021

Second interviews: Wednesday 23rd / Thursday 24th June 2021

**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 Glasgow North West 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**

GNWCAB 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 |  | Indian |  | Chinese |  |
| Other White British |  | Pakistani |  | Caribbean |  |
| Irish |  | Bangladeshi |  | African |  |
| Any other white background |  | Any other Asian background |  | Any other Black background |  |

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

**2. GENDER**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| I am *(please tick):* | Male |  | Female |  | Transgender |  |

**3. AGE**

|  |  |  |  |
| --- | --- | --- | --- |
| 25 and under |  | 55 and over |  |
| 26 - 34 |  | Declined to answer |  |
| 35 - 54 |  |  |  |

**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 |  | No |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Registered disabled\* | Yes |  | No |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Would you require special adaptations/equipment | Yes |  | No |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Carer of someone with a disability | Yes |  | No |  |

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?

|  |
| --- |
|  |

**Glasgow North West Citizens Advice**

2nd Floor

1455 Maryhill Road

GLASGOW G20 9JA

Tel: 0141 948 0204

SCOTTISH CHARITY NO: SCO12238

**Privacy notice for job applicants**

GNWCAB is aware of its obligations under the General Data Protection Regulation (GDPR) and is committed to processing your data securely and transparently. This privacy notice sets out, in line with the GDPR, the types of data that we will collect and hold on you as a job applicant. It also sets out how we will use that information, how long we keep it for and other relevant information about your data.

It is important that you read this notice so that you are aware of how and why we are using your data.

This notice does not form part of any contract of employment or other contract to provide services. We may update this notice at any time.

**Data controller details**

GNWCAB is a data controller, meaning that it determines the processes to be used when using your personal data. Our contact details are as follows: Glasgow North West Citizens Advice Bureau, 2nd Floor, 1455 Maryhill Road, Glasgow, G20 9JA; Tel: (0141) 948 0204; Email: bureau@gnwcab.org.uk

**Data protection principles**

In relation to your personal data, we will:

• process it fairly, lawfully and in a clear, transparent way

• collect it only for reasons that we find proper for the purposes of making recruitment and selection decisions and for ensuring that our equal opportunities obligations are met

• only use it in the way that we have told you about

• ensure it is correct and up to date

• keep it only for as long as we need it

• process it in a way that ensures it will not be used for anything that you are not aware of or have not consented to (as appropriate)

• process it in a way that ensures it will not be lost or accidentally destroyed

**Types of data we process**

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

We will hold the following types of data about you, during the recruitment and selection process:

• your personal details including your name, title, address, personal email address, personal phone numbers

• whether or not you have a disability, in order that we can make suitable adjustments to our recruitment and selection processes

• information included on your application form, including references, education history and employment history

• information used for equal opportunities monitoring purposes, which will be held separately from any other documentation provided by you and which will not be attributable to you

• documentation relating to your right to work in the UK

**How we collect your data**

We collect data about you in a variety of ways, this will include the information you would normally provide in an application form or a job application cover letter, or notes made by our recruitment panel during a recruitment interview. Further information will be collected directly from you when you complete forms at the start of your employment, for example, your bank and emergency contact details. Other details may be collected directly from you in the form of official documentation such as your passport or other right to work evidence.

In some cases, we will collect data about you from third parties, such as from former employers when gathering references.

Personal data is kept in personnel files or within the GNWCAB’s HR and IT systems.

**Why we process your data**

The law on data protection allows us to process your data for certain reasons only:

• in order to perform the employment contract that we are party to

• in order to carry out legally required duties

• in order for us to carry out our legitimate interests

• to protect your interests and

• where something is done in the public interest.

All of the processing carried out by us falls into one of the permitted reasons. Generally, we will rely on the first three reasons set out above to process your data.

We need to collect your personal data to ensure we are complying with legal requirements such as:

• carrying out checks in relation to your right to work in the UK

• making reasonable adjustments for disabled employees.

We also collect data so that we can carry out activities which are in the legitimate interests of GNWCAB. We have set these out below:

• making decisions about who to offer employment to

• making decisions about salary and other benefits

• assessing training needs

• dealing with legal claims made against us

If you are unsuccessful in obtaining employment, we may seek your consent to retain your data in case the outcome of the recruitment process changes or other suitable job vacancies arise at GNWCAB for which we think you may wish to apply. You are free to withhold your consent to this and there will be no consequences for doing so.

**Special categories of data**

There are "special categories" of more sensitive personal data which require a higher level of protection. Special categories of data are data relating to:

• information about your health, including any medical conditions

• information about your sex life or sexual orientation

• information about your race, ethnicity, religious beliefs or political opinions

• information about trade union membership

• genetic and biometric data.

We must process special categories of data in accordance with more stringent guidelines. Most commonly, we will process special categories of data when the following applies:

• you have given explicit consent to the processing

• we must process the data in order to carry out our legal obligations

• we must process data for reasons of substantial public interest

• you have already made the data public.

We will use your special category data:

• for the purposes of equal opportunities monitoring

• in order to make appropriate adjustments to the recruitment and selection process if you have a disability

We do not need your consent if we use special categories of personal data in order to carry out our legal obligations or exercise specific rights under employment law. However, we may ask for your consent to allow us to process certain particularly sensitive data. If this occurs, you will be made fully aware of the reasons for the processing. As with all cases of seeking consent from you, you will have full control over your decision to give or withhold consent and there will be no consequences where consent is withheld. Consent, once given, may be withdrawn at any time. There will be no consequences where consent is withdrawn.

**Criminal conviction data**

We will only collect criminal conviction data where it is appropriate given the nature of your role and where the law permits us to do so. This data will usually be collected at the recruitment stage, however, may also be collected during your employment should you be successful in obtaining employment. We use criminal conviction data to determine your suitability for the post and to provide a safeguard for our clients and volunteers.

**If you do not provide your data to us**

One of the reasons for processing your data is to allow us to carry out an effective recruitment process. Whilst you are under no obligation to provide us with your data, if you do not provide it we may not able to process your application.

**Sharing your data**

Your data will be shared with colleagues within GNWCAB where it is necessary for them to undertake their duties with regard to recruitment and selection. This includes, for example, trustees from our board of directors, the Bureau manager, any other individuals who are involved in screening your application and interviewing you.

Your data will be shared with third parties if you are successful in your job application. In these circumstances, we will share your data in order to obtain references as part of the recruitment process. We may also share your data with Disclosure Scotland, if criminal record checks are required for the post in question.

We do not share your data with bodies outside of the European Economic Area.

**Protecting your data**

We are aware of the requirement to ensure your data is protected against accidental loss or disclosure, destruction and abuse. We have implemented processes to guard against such.

Where we share your data with third parties, we provide written instructions to them to ensure that your data is held securely and in line with GDPR requirements. Third parties must implement appropriate technical and organisational measures to ensure the security of your data.

**Data Retention/How long we keep your data for**

In line with data protection principles, we only keep your data for as long as we need it for and this will depend on whether or not you are successful in obtaining employment with us.

If your application is not successful, we will keep your data for three months after the recruitment exercise ends. If you have consented to our retaining your data in case future vacancies arise, we will keep it for a maximum of six months.

At the end of this period, we will delete or destroy your data, unless you have already withdrawn your consent to our processing of your data in which case it will be deleted or destroyed upon your withdrawal of consent.

If your application is successful, your data will be kept and transferred to the systems we administer for employees. We have a separate privacy notice for employees, which will be provided to you.

**Automated decision making**

No decision about you, which may have a significant impact on you, will be made solely on the basis of automated decision making - i.e. where a decision is taken about you using an electronic system without human involvement.

**Your rights in relation to your data**

The law on data protection gives you certain rights in relation to the data we hold on you. These are:

• The right to be informed. This means that we must tell you how we use your data, and this is the purpose of this privacy notice

• The right of access. You have the right to access the data that we hold on you. To do so, you should make a subject access request

• The right for any inaccuracies to be corrected. If any data that we hold about you is incomplete or inaccurate, you are able to require us to correct it

• The right to have information deleted. If you would like us to stop processing your data, you have the right to ask us to delete it from our systems where you believe there is no reason for us to continue processing it

• The right to restrict the processing of the data. For example, if you believe the data we hold is incorrect, we will stop processing the data (whilst still holding it) until we have ensured that the data is correct

• The right to portability. You may transfer the data that we hold on you for your own purposes

• The right to object to the inclusion of any information. You have the right to object to the way we use your data where we are using it for our legitimate interests

• The right to regulate any automated decision-making and profiling of personal data. You have a right not to be subject to automated decision making in way that adversely affects your legal rights.

Where you have provided consent to our use of your data, you also have the unrestricted right to withdraw that consent at any time. Withdrawing your consent means that we will stop processing the data that you had previously given us consent to use. There will be no consequences for withdrawing your consent. However, in some cases, we may continue to use the data where so permitted by having a legitimate reason for doing so.

If you wish to exercise any of the rights explained above, please contact: Glasgow North West Citizens Advice Bureau, 2nd Floor, 1455 Maryhill Road, Glasgow, G20 9JA; Tel: (0141) 948 0204; Email: bureau@gnwcab.org.uk

**Making a complaint**

The supervisory authority in the UK for data protection matters is the Information Commissioner (ICO). If you think your data protection rights have been breached in any way by us, you are able to make a complaint to the ICO.