

Advert

Inverness Badenoch and Strathspey Citizens Advice Bureau



Job Title	<u>Deputy Chief Officer – Major Projects</u>
Location	Flexible with Option of some Home Working
Salary	IBS Point 44 to 48 - £51,748 to £56,544
Hours	Full Time (35 hours per week)
Responsible to	Chief Executive
Line Manager Responsibility	Yes
Budget Responsibility	Yes
Closing Date	28 th February 2026
Interview Date	11 th March 2026

Purpose of Role

Inverness Badenoch and Strathspey Citizens Advice Bureau (IBS CAB) are responsible for developing, implementing, and managing various projects which enable and support different regional specialist services. This follows the successful award of a grant by Macmillan Cancer Support. This post will have direct responsibility and accountability for the delivery of assigned projects from inception through to the successful operational running and where applicable exit and close out.

The main project, which will be allocated, will be to ensure that across 14 Local Authority Across Scotland including (Dundee City, Clackmannanshire, Fife, Aberdeen City, Stirling, Falkirk, Highland, Angus, Orkney Islands, Perth and Kinross, Na h-Eileanan Siar, Shetland Islands, Moray and Aberdeenshire) that advice and information is provided to individuals that are living with a diagnosis of cancer. This will include Welfare Benefits Advice and advice to improve Financial Health and Wellbeing because of the diagnosis of cancer. This "new" project brings together 12 previous advice projects into one regional project.

Supporting the other Delivery Partners to provide the service is crucial, ensuring they are appropriately resourced, trained, and contracts are managed to achieve and maintain the levels of competence required to deliver a quality service

The post holder supported by the Chief Executive will be responsible to the funder on all stages and aspects of projects, ensuring their strategic goals are aligned with the funder's strategy. Report back via formal mechanisms to demonstrate the project is meeting its compliance and quality standards and any targets

The requirement will be to plan and manage resources, liaising with the wider team, to effectively deliver the projects, fostering a team culture across a dispersed team. Direct and support the team to communicate and engage with stakeholders effectively, monitoring performance and service design.

This includes identifying resources required, planning the work to realise the expected benefits as well as managing dependencies, workloads, and timetables. The role will coordinate the execution of work to help individuals deliver their part consistently and effectively, whilst managing change and risks through proactive performance monitoring, contingency planning, and formulating exit strategy processes.

The postholder also has an element of oversight and co-ordination across the active projects portfolio and assists each team with project planning and management, including but not limited to governance and controls, communication and engagement, performance, and risk management.

A key element of the role is to work with other stakeholders to sustaining this project with mainstream funding from Government of statutory agencies.

Job Description

Key responsibilities

- > Oversee and co-ordinate the successful delivery of the project(s) on time, within budget, in accordance with the commercial and financial terms and to the required standard
- > Ensure that the Funder's requirements are carried out and that returns are presented in a timely manner that show the outcomes of the project.
- > Plan for and secure all the necessary delivery resource required based upon the goals and needs of the projects and their interdependencies
- > In line with business requirements develop clear and actionable deliverables or activities to be completed, ensuring that all project needs, and priorities are met
- > Plan, monitor and oversee projects through all phases of the project lifecycle to time, cost and quality indicators, holding owners accountable for their commitments
- > Work with teams to create schedules and implementation plans, effectively communicating these to drive accountability and awareness
- > Assist teams with individual project development and detailed planning, co-ordinating and overseeing activities and ensuring that work is progressing to expectations
- > Proactively search out, manage, and address risks or weaknesses to ensure the projects meet quality standards and are completed on time and in budget
- > Manage, track and report on project deliverables, risks, budget and business case providing a real-time, comprehensive and prioritised view of all work streams
- > Adapt plans and proactive manage change based on evolving needs, conditions or issues that may arise and ensure successful delivery through contingency planning
- > Develop and deploy best practices to improve project performance and efficiency, identify lessons learned and driving continuous improvement,
- > Enable communication, engagement and visibility at all levels of the Delivery Partners network and with external parties, ensuring a focus on customer experience throughout the full lifecycle of the project
- > Manage and engage with key stakeholders, ensuring the highest quality of communications and collaboration to support facilitation across existing and future projects

- > Work in collaboration with other service leads to develop a strategy aimed at sustaining the project beyond its initial 36-month term.
- > Identify, evaluate, and communicate planned exit strategy processes to ensure successful operational running
- > Lead the project team by example, motivate the team and create a collaborative environment
- > Together with the other Deputy Chief Officer deputises for the Chief Executive as and when necessary

Accountability and Decision Making

- > Accountable for the management and successful delivery of projects, as assigned, each with varying priority, timelines, and resource requirements
- > Accountable for implementation and maintenance of a coherent and effective communication and engagement plan across all projects within the project and involving all stakeholders.
- > Expected to make complex decisions and represent the organisation, as well as managing stakeholder expectations, on a day-to-day basis in their area of expertise
- > Seen internally as the expert on their allocated projects. Providing operational advice and guidance to senior management and being a key decision maker in these matters.
- > The post holder should work autonomously and require minimal support and guidance only referring on unusual or unprecedented issues.
- > Responsible for ensuring all the necessary governance and controls have been established for the project(s).

Problem solving and Complexity

- > Expected to manage many complex issues and competing priorities, working within tight timescales
- > Required to use judgement and expertise to reach decisions that are in line with organisations values and strategic aims
- > Problems will typically require significant investigation, interpretation, exploration, and analysis
- > Expected to solve most problems without support, referring to Chief Executive only in cases of unusual or unprecedented issues.

The above job description is not exhaustive and is clarified to include broad duties inherent in the post.

Person Specification

Knowledge, skills and experience

Essential

- > A track record in successfully managing and delivering large scale projects within a programme or portfolio management context, including project planning, monitoring, resource and financial management
- > Experience and understanding of all aspects of project management throughout the project lifecycle including project concept development, project start-up and implementation, exit and close out including transition planning, effective project performance monitoring and reporting, project resource management including functional support
- > Demonstrable understanding of project risk, change management and performance monitoring and reporting
- > Good understanding of project governance at the project, programme and organisational levels both internally and with funder,
- > Excellent written and oral communication skills with an ability to summarise complex information with clarity, brevity, and speed to engage with a wide audience
- > Excellent stakeholder management and influencing skills with the ability to, develop, implement and manage effective communications planning and engagement in order to enable interface at all levels
- > Experience of budgeting and financial planning
- > Ability to generate innovative and different approaches to project delivery
- > Sound time management and ability to work to deadlines and prioritise work effectively
- > The ability to think strategically and analytically, with sound decision making skills
- > Awareness that the service users are at the heart of everything we do.

Desirable

- > Professional qualifications, such as PRINCE 2, PMP or equivalent
- > Knowledge of the voluntary sector, health sector and or local government structures and workings.

Additional requirements

- > Willingness and ability to travel within Scotland and occasionally within the rest of the UK involving work out with normal office hours and overnight stays
- > Understanding of and commitment to the aims and principles of the Citizens Advice service.

How to Apply

For further information or to download an application form, please use the link on the advertising website.

All applications should be returned to Alasdair.Christie@invernesscab.org

For further information, please contact:

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