



**Working together for a
fairer Scotland.**

Project Administrator
(Pension Wise)



A note from our CEO, Derek Mitchell

“Thank you for your interest in joining Citizens Advice Scotland (CAS). Our employees play a critical role in helping to make society fairer, and in supporting our network of Citizens Advice Bureaux across Scotland.

We hope this pack will give you the information you need to decide if a role with CAS is right for you. We rely on each member of the team to bring their own unique skills, experience, views and commitment to our goals – it’s that combination which makes our organisation what it is.

The Citizens Advice network in Scotland provides much-needed advice and information to people from all walks of life, on a huge range of issues. We give a piece of advice every 19 seconds – face to face, online and by phone. The services we and our members provide make a difference in communities across Scotland and the rest of Great Britain, ensuring people are aware of their rights. It’s a powerful thing to be part of.

We look forward to hearing from you if you decide to apply, and to learning more about what you can bring to this role, and to the team.”



**Derek Mitchell, Chief Executive Officer
Citizens Advice Scotland**



About Citizens Advice Scotland

The Citizens Advice network in Scotland is the largest independent advice service in the country. Citizens Advice Scotland is a charity within this network – we act as a national organisation supporting and representing the service as a whole and the interests of citizens.

At the heart of the network there are 59 individual citizens advice bureau organisations across Scotland, all operating as independent charities in their own right, and generally focusing on providing support directly to clients. Each of these organisations is a member of Citizens Advice Scotland. Also providing significant added value are the national elements of the service run out of Citizens Advice Scotland, such as the Extra Help Unit.

We believe that every citizen should have access to free, impartial and confidential advice that helps them make informed decisions, whenever they need it and however they choose to access it. Whether that's face-to-face, over the phone or online, people know that wherever they see the familiar blue and yellow of our brand, they are guaranteed the same high quality of free, impartial and confidential advice.

Citizens Advice Scotland is committed to promoting diversity and inclusion. We offer a range of family friendly, inclusive employment policies and flexible working arrangements to support all our staff. We are also committed to equality of opportunity for all and applications from individuals are encouraged regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships.

Find out more at www.cas.org.uk.

Employee Benefits

Our people are our greatest strength and make Citizens Advice Scotland a great place to work. We place our people at the forefront of everything we do, and we offer a wide range of benefits to show how much we value everyone who works for us.

Work-life balance



- > **35 hour full time working week**
- > **Flexible working opportunities for everyone**
- > **Flexitime system**
- > **Hybrid Working**
- > **Generous leave:** 30 days annual leave + 10 days public holiday

Health and wellbeing



- > **Occupational Sick Pay:** up to 6 months full pay and 6 months half pay dependant on length of service
- > **Life Assurance Scheme:** financial security and reassurance for employees and their families
- > **My Gym Discounts:** join gyms, health clubs, leisure centres, yoga studios, boot camps and outdoor activities at a discounted rate
- > **Employee Counselling Service**

Financial benefits



- > **Pension scheme:** save for your future with an 8% employer and 4% employee contribution
- > **Capital Credit Union:** access ethical financial services with a credit union membership
- > **Independent Financial Advice**
- > **Access to Employee Benefits/Discounts:** including special offers, discounts and deals from over 200 suppliers

Other benefits



- > **Generous Maternity, Adoption and Paternity Pay**
- > **Enhanced occupational Sick Pay**
- > **Family Friendly Policies and Support**
- > **Season ticket loans:** take out an interest-free season ticket loan to save on travelling to and from work
- > **Salary sacrifice schemes:** Various schemes including Cycle to Work and Home Technology schemes
- > **Paid time off to volunteer**
- > **Learning and Developing Opportunities for all**

About the role

- > **Job title:** Project Administrator (Pension Wise)
- > **Location:** Edinburgh or Glasgow office
- > **Workplace type:** Hybrid working - min 1 day a week at the office. This is a minimum, but a successful candidate can opt to be office based 5 days per week
- > **Hours per week:** 35 hours per week – this role is part of a rota which covers 8am starts, and 1 to 2 Saturday mornings per month
- > **Type of contract:** permanent
- > **Job Level and Salary Scale:** Level 1, £21,840 - £25,230 per annum*

*The successful candidate's salary will be determined in line with their skills and experience. New employees are normally appointed at the lower end of the salary scale and potential candidates should not expect to be appointed above the midpoint of the salary scale.

Closing date: Please ensure you submit your application no later than 23 January 2026.

Interviews: TBC

About the job

Citizens Advice Scotland runs a series of national specialist services as projects which require centralised project co-ordination and support. The Project Administrator will work alongside the rest of the team ensuring successful delivery.

The role is responsible for providing efficient administrative support primarily for the Pension Wise service, as well as ad hoc support for the wider National Projects department. The Pension Wise service is delivered by the bureau network, providing advice and support that people need; and the Administrator role includes provision of a high-quality frontline service to clients alongside working with the bureau network. The Administrator must have the ability to communicate clearly and proactively with a wide stakeholder base, working to deadlines, and be a dynamic and flexible individual who can multi-task.

This role offers you the opportunity to work at the heart of supporting Scotland's largest independent advice network and to make an invaluable contribution to citizen's lives.

Job description

Job title: Project Administrator (Pension Wise)

Responsible to: Project Manager

Line manager responsibility: No

Budgetary responsibility: No

Key responsibilities

- > Provide an effective and efficient administration and project support service to allocated teams and projects.
- > Maintain project and team documentation, e.g. appointment schedules, action trackers, change logs, risk registers, project descriptions, implementation schedules to ensure a high standard of service and operational delivery is tracked against objectives.
- > Collate and accurately record data to monitor the service's operational effectiveness
- > Respond and deal with stakeholder, and for some projects, client requests within agreed service levels.
- > Provide proactive secretariat to team and project meetings, organising and preparing for meetings, following up on actions and communicating to a high standard between meetings.
- > Undertake training as required.
- > Provide any other relevant administrative and support duties required to ensure the smooth running of projects and the National Projects Team.

Accountability and Decision Making

- > The post-holder makes decisions related to administrative issues within known boundaries.
- > Many tasks have set timescales or deadlines, but the post holder largely manages their own time within parameters.
- > Clear processes and procedures generally guide the work.
- > Guidance available from the project's focus, usually a Project Manager or Project Co-ordinator, or the Senior Project Support Lead.

Problem solving and Complexity

- > The nature of problems is generally clear and their solution can be established from procedures or experience.
- > Main complexity from establishing the needs of users and effective communication on issues that may require further exploration or investigation.
- > The post-holder will have to establish the needs of users of meeting rooms and public areas and how best to meet these.
- > The post-holder works within agreed team procedures to solve problems.

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

- > General administration skills, including dealing with correspondence, calls and emails, arranging and taking minutes of meetings and internal events.
- > Experience of maintaining databases, inputting and recording data.
- > Excellent communication skills, including appropriate usage of different formats and styles.
- > Excellent organisational skills and the ability to meet tight deadlines.
- > High levels of accuracy and attention to detail.
- > Ability to work pro-actively on own initiative, including planning and prioritising workload.
- > Ability to work as part of a team, with strong interpersonal skills and the ability to relate successfully to a wide range of colleagues, stakeholders and external contacts.
- > Proficiency in Microsoft Office programs, in particular Excel, Word and Powerpoint.
- > Ability to learn new software skills.

Desirable

- > Experience of project administration and processes.
- > Understanding of the citizens advice bureau service and the way in which the citizens advice bureau service works.

www.cas.org.uk



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The Scottish Association of Citizens Advice Bureaux – Citizens Advice Scotland. Scottish charity (SC016637) and company limited by guarantee (89892)