



**Working together for a  
fairer Scotland.**

HR Advisor



## A note from our CEO, Derek Mitchell

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“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

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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](http://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

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**Job title:** HR Advisor

**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

**Type of contract:** a fixed-term contract for 12 months (secondment cover)

**Job Level and Salary Scale:** Level 5, 34,398 - £42,043 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:** 01 April 2025

**Interviews:** Interviews for this role will take place on 09 April 2025

## About the job

The HR Advisor will work closely with managers and employees of Citizens Advice Scotland, providing pragmatic, commercial and employee-focused advice and support. They will also provide HR advice by telephone and email to Citizens Advice Bureaux across Scotland. The job holder will utilise excellent communication, coaching and influencing skills to drive employee engagement and manage change, employee relations, recruitment & selection and support delivery of the HR strategy for Citizens Advice Scotland.

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

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**Job title:** HR Advisor

**Responsible to:** Head of HR & Transformation

**Line manager responsibility:** No

**Budgetary responsibility:** No

### Key responsibilities

- > Provide proactive value added HR interventions providing input to the HR Manager and Head of HR & Transformation around overall HR strategy and developing change management initiatives
- > Provide professional advice, guidance and support to all managers and employees, including the Senior Leadership Team, on HR best practice, policies and procedures, interpretation and implementation of employment legislation
- > Provide telephone and email advice and guidance to Citizens Advice Bureaux, acting as first point of contact for all employment issues and triage queries as necessary
- > Manage recruitment and induction, ensuring appropriate diverse talent is sourced to meet short and long term needs and to ensure recruitment is carried out via a process which is fast, efficient, effective and legally compliant
- > Research, develop, maintain and implement HR policies and procedures to achieve effective, efficient and legally compliant HR operations
- > Understand Citizens Advice Scotland's strategic plan and recommend new approaches, policies and procedures to effect continual improvements in line with the strategic aims, productivity and development of HR within the organisation
- > Supervise and work with the HR & Talent Officer on a day to day basis, allocating work, providing guidance and direction as needed
- > Demonstrate a hands-on approach as well as the ability to successfully monitor the morale of the employees to ensure a high level of employee engagement
- > Reactively and proactively coach and mentor managers and employees
- > Undertake project work, lead HR working groups and identify areas of improvement within HR
- > Carry out monthly people reporting using the HR system and Excel

### Accountability and Decision Making

- > Seen as the local/1st line expert in HR, covering the majority of day-to-day issues themselves without refer to the Head of HR & Transformation
- > Must recommend approaches and solutions in high risk and/or sensitive areas and refer to the HR Manager or Head of HR & Transformation for final decision

- > Direct input into creation or development of policy for new areas, under the direction of the HR Manager and the Head of HR & Transformation
- > Interprets existing procedure and policy where required or devises an approach from experience when no procedure or policy exists
- > Providing up-to-date and accurate HR advice, guidance, taking into account best practice and legislation.

### **Problem solving and Complexity**

- > Solves HR problems where policy or procedure is ambiguous or where no policy applies
- > Problems will be around dealing with a range of issues, such as grievance, disciplinary and absence, but solutions will involve interpretation of policy and checking how these will fit within guidelines before deciding/advising courses of action

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

## Person specification

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### Knowledge, skills and experience

#### Essential

- > A degree and/or equivalent qualifications, preferably in HR or a business related discipline, or qualified by experience
- > Substantial and demonstrable generalist HR knowledge and experience covering all major HR functions including recruitment and selection, performance management, learning and development, employee engagement, reward, employment legislation and consulting with trade unions.
- > Experience of HR policy development
- > Good working knowledge of Excel
- > Excellent working knowledge of UK employment law and experience of managing employee relations issues
- > Proven skills in influencing, communication and working collaboratively with stakeholders and employees at all levels
- > Planning and organising skills to ensure deadlines are met in a pressured environment
- > Demonstrable ability to motivate and coach others and influence work behaviours
- > Experience of effective change management
- > A strong solutions focus and be comfortable working in an environment which demands the ability to identify problems and drive innovative HR solutions and process improvement
- > Accuracy and attention to detail
- > Strong verbal and written communication skills

#### Desirable

- > Chartered Membership of the CIPD



[www.cas.org.uk](http://www.cas.org.uk)



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[CitizensAdviceScotland](https://www.linkedin.com/company/CitizensAdviceScotland)

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