



**Working
together for a
fairer Scotland.**

Assistant Administrator
Extra Help Unit



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:** Assistant Administrator – Extra Help Unit
- > **Location:** Glasgow office
- > **Workplace type:** hybrid, to cover Monday, Thursday & Friday with regular office days to bolster our admin team function with Extra Help Unit in CAS Glasgow office
- > **Hours per week:** 21
- > **Type of contract:** Fixed-term contract for 12 months
- > **Job Level and Salary Scale:** Level 1, £23,042 - £26,618 per annum* (pro-rata)

*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: 25 May 2025, midnight

Interviews: 03 June 2025

About the job

The Extra Help Unit (EHU) delivers a statutory service, supporting domestic and micro-business consumers in vulnerable situations with their energy and postal complaints across Great Britain. As defined in the CEAR Act 2007, the EHU has statutory duties to deal with cases where the consumer's energy supply has been disconnected or is at risk of imminent disconnection. The Unit also has statutory powers to support vulnerable consumers. A person may be deemed to be vulnerable due to their personal circumstances, the complexity or urgency of their complaint. The EHU is a referral only service with agreed referral partners including Citizens Advice Consumer Service, Advice Direct Scotland, Ofgem and Energy Ombudsman.

The administrative team within the EHU provides business critical support by managing all incoming referrals from key business partners including the Citizens Advice Consumer Service, Advice Direct Scotland, Energy Ombudsman and Ofgem. The admin team are also responsible for adding all new email and written correspondence from consumers and suppliers to the relevant case. The admin team provide a wide range of support services including on-site support, welcoming stakeholders at CAS Glasgow office, assisting with internal/external meetings, arranging travel, finance, first point of contact for staff, building and office problems.

This is a busy role so ideal for someone who enjoys a fast-paced environment where they can be part of a team that make a real difference to people's lives.

Job description

Job title: Assistant Administrator – Extra Help Unit

Responsible to: EHU Administration Manager

Line manager responsibility: No

Budgetary responsibility: No

Key responsibilities

- > Setting up all new cases received from referral partners portals on the customer complaints management system within agreed timescales, ensuring all relevant fields are completed accurately.
- > Attaching responses received from consumers and suppliers to the customer complaints management system within agreed timescales and staging the case correctly within EHU complaint handling guidelines.
- > Alerting Team Managers/Admin Manager to any correspondence which may need immediate action due to the vulnerability of the consumer or where a consumer is complaining about EHU.
- > Alerting EHU Managers if any high level correspondence is received e.g. from MP.

Other responsibilities include:

- > Reporting any office building concerns and arranging repairs to Administration Manager.
- > Ordering stationery and office related products.
- > Setting up meeting rooms for internal and external meetings in line with office procedures.
- > Booking meeting rooms and liaising with Admin team to ensure person on-site for external meetings.
- > Booking travel arrangements.
- > Providing support on a range of finance matters including setting up Purchase Orders on P2P system or chasing invoice, ensuring compliance with CAS finance procedures.
- > Taking minutes when required.
- > Answering calls directed to the admin team in Portland House.
- > Meeting and greeting visitors to office.
- > Opening, scanning and adding post to customer complaints management system.

Accountability and Decision Making

- > You will be expected to be proactive in monitoring and highlighting quickly to the Administration Manager any IT or quality concerns on frequency and accuracy of referrals.
- > You will be expected to highlight cases to Team Managers where a consumer is at risk of self disconnection or being disconnected, given the high risk to health and well-being of the individual and reputational risk to Citizens Advice Scotland.

Problem Solving and Complexity

- > The post holder is expected to resolve problems which may be generated by the complaints referral inbox and other office related issues.
- > The post holder is expected to prioritise work where there are competing demands.

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

- > Strong experience in using database and customer management systems.
- > Excellent time management skills and ability to multi-task and prioritise work.
- > Ability to work under pressure and respond to varying workloads.
- > Ability to operate as a team player and communicate effectively with colleagues and managers.
- > Proven experience in a range of administrative duties.

Desirable

- > Finance experience



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