



Working together for a fairer Scotland.

Finance Officer



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 58 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
- > **Fresh Fruit:** enjoy a weekly array of complimentary fresh fruit in both offices
- > **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 Pension Financial Advice**
- > **Access to Employee Benefits/Discounts:** including special offers, discounts and deals from over 200 suppliers
- > **Other:** Unum Dental Cover, Health Shield

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:** Cycle to Work, Smart Tech,
- > **Paid time off to volunteer**
- > **Learning and Developing Opportunities for all**

Our Values



- Person centred:** we are committed to the wellbeing of our clients, volunteers and staff and take a whole-person approach to our work.
- Empowering:** we invest in people and support them to take action on the challenges they face.
- Supportive:** we are caring and respectful and make sure that people receive the support they need to improve their lives.
- Inclusive:** we are non-judgemental, friendly and offer expert service to anyone who needs our help.
- Collaborative:** we work together as a network and with other partners in an open, respectful way, to build trust even when opinions differ.

About the role

Job title: Finance Officer

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: Permanent

Job Level and Salary Scale: Level 3, £29,372 - £35,899per 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: 16 June 2026

Face – to-face Interviews: 01 July 2026

About the job

The Finance Team at Citizens Advice Scotland seeks to achieve financial sustainability for CAS by working as efficiently as possible, developing finance systems to meet the growing demand.

We work with over 24 Budget Holders managing more than 40 projects, as well being responsible for the day-to-day financial running of CAS and the annual and statutory financial procedures.

The Finance Officer will work alongside the Head of Finance and 4 other team members.

The Finance Officer is responsible for being the main point contact for carrying out many processes such as everything related to accounts payable and accounts receivable, payroll, processing expenses, reconciliations, monitoring the mailbox and dealing with all general enquires and working with relevant financial third parties. The payroll is currently outsourced to a third party, but this role will still have responsibility for preparing the input and undertaking the checking processes.

The Finance Officer may also provide budget management support to a selection of budget holders.

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: Finance Officer

Responsible to: Head of Finance

Line manager responsibility: No

Budgetary responsibility: No

Key responsibilities

- > To work as part of the finance team to contribute to delivering essential financial duties to ensure a smooth running of the finance department within Citizen Advice Scotland
- > Taking the lead on payroll by liaising with the outsourced payroll provider on the processing of payroll for payments, deductions and other related tasks to provide adequate support
- > To maintain accurate up to date payroll and pension data, and processing of the payroll to the ledger
- > To process invoices using accounting package to provide accurate record of expenditure and enable suppliers to be paid within creditors policy
- > To ensure regular payments are processed in payment runs through BACS ensuring suppliers are paid within CAS guidelines
- > To analyse and support data preparation, testing and related activities for system implementations and audits
- > Assist the Head of Finance and work with the finance team with year-end audit and year-end accounts preparation.
- > To prepare reconciliations or reports, analyse reports and present findings as required
- > Working with budget holders when required, resolving issues, updating budgets and taking corrective actions to minimise future errors.
- > To work closely with colleagues across Citizens Advice Scotland, and the wider network of CAB's, to achieve desired outcomes.
- > Work with and develop a positive relationship with third party organisations
- > Continually review debtor and creditor accounts ensuring accuracy of transactions and actively pursuing and correcting any issues or queries that arise
- > Reviewing the aged debtor/creditor accounts
- > Take ownership and monitor the Finance mailbox, liaise with suppliers in terms of account queries and handle all other emails as required
- > To maintain and ensure there is a continued comprehensive filing system within the department
- > Working with managers, identify potential improvements in financial processes.
- > To undertake any other duties as may be reasonably requested by their line manager.

Accountability and Decision Making

- > Required to follow standard CAS procedures to make payments on the authorisation of the Head of Finance or the DCEO/CEO.
- > Accountable for processing of the monthly payroll with minimal supervision, referring to more senior team members only on unexpected or unprecedented issues
- > Responsibility for the delivery of work assigned to them by Head of Finance or other finance team members on time.
- > Working under the direction of the Head of Finance, expected to work with minimal supervision on a day-to-day basis and use their own judgement and communication skills in relation to payroll processing, enquiries, reporting and controls.

Problem Solving and Complexity

- > Problem solving and analysis skills required to resolve supplier queries and statement reconciliations
- > Respond to tight deadlines and organise schedules to fit ongoing and emerging tasks
- > Resolve payroll and pension record queries, liaising with colleagues, outsourced payroll provider and other providers as necessary
- > Resolve Budget holder queries as part of the monthly review and budget updates

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

- > Relevant degree or equivalent qualification or professional experience.
- > Demonstrable knowledge and understanding of finance systems and processes, including payroll
- > Be accurate, methodical, logical and have great attention to detail
- > Excellent written and oral communication skills including the ability to analyse complex material and produce the results in reports in a clear and concise, easy-to-understand and accessible manner.
- > Good judgement and ability to manage own workload whilst remaining alert to the need to consult with and update colleagues and senior staff as appropriate.
- > Ability to plan and prioritise work and to coordinate with others to meet tight deadlines.
- > Experience of electronic filing systems
- > Experience in using Microsoft Office, particularly Outlook, Excel (including VLOOKUP and Pivot Tables), Word and MS Teams
- > Comfortable with change and developing new skills
- > Ability to work as part of a team and equally to take the initiative and work with minimal supervision
- > Experience of working in a busy finance environment

Desirable

- > 2 – 3 years experience working in a similar finance or payroll role
- > Experience of payroll processing
- > Experience of Sage Intacct or similar accounting systems
- > Experience of working with VAT and partial exemption



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www.cas.org.uk

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