



# Application Pack

## Dundee Citizens Advice Bureau

Level 4, Central Library, Wellgate, Dundee, DD1 1DB

*Scottish Charity No. SC011657*

*Company Limited by Guarantee SC169302*

*Authorised and Regulated by the Financial Conduct Authority – FRN617450*



June 2026

Dear Applicant

## **Post of Business Development & Fundraising Officer**

Thank you for your enquiry about the above post.

Please find enclosed background information about the Bureau, introduction to the role, the job description, person specification and notes for application. Also attached are the equal opportunities monitoring form and privacy notice for job applicants.

In determining which applicants will be interviewed, the sub-committee will have regard to applicants who best fit the person specification, so it is important for you to use this as a guide when writing your covering letter or highlighting experience on your CV.

Dundee Citizens Advice Bureau is a Disability Confident Committed employer. If you consider yourself to have a disability and meet the essential criteria for this role, you may request to be considered under our Disability Confident interview commitment. Please advise in your covering letter if you wish to be considered under the Disability Confident interview commitment.

Interviews are expected to be held week commencing 20 July 2026. If you have not received an invitation by this time, then unfortunately you have not been selected on this occasion.

In the interest of public safety, the successful applicant for this post will be asked to disclose criminal history information.

Due to the volume of applications, we may not be able to acknowledge receipt individually.

Applications should be returned digitally, where possible however, if you require information in an alternative format or need support with your application, please contact Claire Christie on 07354 847026 or email [Claire.Christie@DundeeCAB.org.uk](mailto:Claire.Christie@DundeeCAB.org.uk).

We look forward to receiving your application by the closing date of 13 July 2026.

Yours sincerely,

Claire Christie  
**Chief Executive Officer**

## Information to applicants

Citizens Advice Bureaux are the major providers of impartial, holistic information, advice and assistance, operating from 205 service points that cover Scotland from the islands to the city centres.

Bureaux are staffed by trained volunteers and staff adviser under the supervision of the manager and provide responses to clients' enquiries covering a whole range of social issues. Despite being a generalist service, most enquiries are concerned with matters related to problems of poverty and deprivation.

Each Bureau is wholly independent and most receive funding from their respective local Councils in the form of annual grants. Bureaux are autonomous bodies under the control of a volunteer Board of Directors. Each bureau's Board consists of representatives of local statutory and voluntary agencies, elected members of the public and staff/volunteer representatives.

All Bureaux are members of the Scottish Association of Citizens Advice Bureaux and as such must meet specific conditions of membership related to standards of service and other matters. The Association receives financial support from central government through the Department of Trade and Industry.

At Dundee CAB we supported over 4,600 clients in 2025 and helped create over £1.92 million in financial gains for our clients.

Enquiries are across a wide range of fields, and clients expect high quality advice and assistance (including representation at tribunals and in Court when appropriate) on what are, at times, highly complex matters. The main enquiries at the present time relate to problems with welfare benefits and money; energy issues; employment; goods and services; housing; and family and personal situations.

All bureau posts demand a high level of commitment and will involve a flexible approach to working. No overtime payments are made but time off in lieu is given. Expenses are reimbursed for travel related to approved duties.

Our annual income is approximately £900,000 per year to deliver community focused, community based and community led advice programmes. We currently spend on average 92% of our income on staffing costs with very little unrestricted income to work with. We currently have 25 staff and 22 volunteers.

Dundee Citizens Advice Bureau is committed to ethical, transparent and responsible fundraising and is registered with Good Fundraising.

## Introduction

We are seeking an experienced and motivated professional to join our team and play a key role in securing the long-term sustainability of the bureau. This is a unique opportunity to work with a leading local charity making a real difference to people's lives in Dundee, helping to strengthen and expand the reach of our services across the city.

As part of the Senior Management Team, you will lead on business development and fundraising activities that enable the bureau to deliver high-quality, accessible advice and support to those who need it most. You will secure vital funding, develop strong partnerships and help raise the profile of our organisation through creative communication and engagement strategies.

This role will suit someone who is proactive, strategic and passionate about the values of the Citizens Advice Bureau. You'll bring experience or transferable skills in fundraising and business development, excellent communication skills and the ability to build meaningful relationships across sectors. In return, you'll be part of a committed and supportive team making a lasting impact in our community.

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|-------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Job Title:</b>       | <b>Business Development &amp; Fundraising Officer</b>                                                                                                                                                                                                                                                                         |
| <b>Responsible to:</b>  | Chief Executive Officer                                                                                                                                                                                                                                                                                                       |
| <b>Hours of Work:</b>   | 33 hours per week (equivalent to our standard four-day week). We are genuinely flexible on how these hours are arranged, to suit what works best for you. As this role has no direct client-facing duties, there is significant scope for remote working with occasional in-bureau time for team, partner or funder meetings. |
| <b>Salary Scale:</b>    | £34,632 – £36,601 per annum, depending on experience (2026/27 rates), with progression through the bureau's incremental pay scale to £39,326 and the possibility of further board-approved increases (plus employer pension and options for flexible and remote working).                                                     |
| <b>Contract:</b>        | 24 months initially, with a clear pathway to continuation. The postholder will be expected to secure the funding needed to make the role self-sustaining, and successful delivery against this will be treated as a priority for ongoing, longer-term appointment.                                                            |
| <b>Location:</b>        | Dundee Citizens Advice Bureau, DD1 1DB                                                                                                                                                                                                                                                                                        |
| <b>Working Pattern:</b> | Hybrid/Remote with dedicated time in bureau                                                                                                                                                                                                                                                                                   |

## Summary

This role will provide essential support by leading business development activities that secure a sustainable future and reinforce our position as Dundee's preferred advice provider. Key responsibilities include driving the growth of charitable funding and strengthening relationships with new and existing supporters to allow us to continue delivering trusted and quality assured advice and support to our community. The postholder will play a vital role in shaping new opportunities, building partnerships and ensuring the bureau remains responsive to local needs.

All fundraising activity must comply with the bureau's funding framework and adhere to the principles of the Fundraising Guarantee and Good Fundraising practice. Our funding framework sets out the bureau's approach to diversifying income; balancing restricted project grants with unrestricted and core funding, applying full cost recovery to all funding applications and ensuring every funding decision supports our long-term financial resilience. The postholder will use this framework to shape a fundraising strategy that grows income sustainably and reduces our reliance on any single funding source.

## Key Responsibilities

- Identify additional income streams, including new grants, donations and unrestricted income.
- Develop and manage the fundraising framework.
- Work with the CEO to develop and maintain relationships with funders, stakeholders and the broader community.
- Contribute to the effective delivery and review of the bureau's marketing and communications strategy.
- Secure sufficient funding, as early as possible, to make this post self-funding on an ongoing basis, with progress tracked against measurable results.

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## Business Development and Fundraising

- Develop and deliver a strategic fundraising programme to diversify income and strengthen financial resilience.
  - KPI - Achieve clear and agreed, year on year growth within the first 12 months and ongoing
  - KPI – Secure sufficient ongoing funding, as early as possible within the initial 24 months, to make the post self-funding and support its continuation beyond the initial period.



- Increase 'core' and unrestricted funding to ensure the bureau can respond local needs and demand.
  - KPI - Ensure that at least 20% of total annual income is unrestricted within first 24 months and ongoing.
- Identify and pursue, using due diligence, new funding opportunities, preparing high-quality applications in line with our funding framework.
  - KPI – Identify at least 30 prospects per quarter including procurements, trusts, foundations, lotteries and corporate partners.
- Maintain accurate records of funder engagement and provide required information to funders.
  - KPI – report updates to each Board Meeting
- Support the building and maintaining of relationships with funders, partners and the wider community.
- Collaborate with internal teams and external partners, including Citizens Advice Scotland and other bureaux, to share best practice, identify joint working opportunities and respond to procurement possibilities.
- Support evaluation frameworks, assist with report writing and represent the bureau at events to promote its work and build networks.

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## Marketing and Communications

- Help produce engaging content to promote the bureau and its projects in line with our branding.
  - KPI – Contribute to the content calendar in collaboration with comms team.
- Support the ongoing development and implementation of the bureau's marketing and communications strategy to enhance visibility and engagement.
- Work with our member body (Citizens Advice Scotland) on brand work and local promotions and profile raising.
- Represent the bureau externally through talks, presentations and community engagement to raise awareness and support strategic objectives.

## Person Specification

The successful candidate will be enthusiastic, motivated and committed to the values and aims of the Citizens Advice Bureau. They will bring experience in fundraising, business development or related activities, together with excellent communication and relationship-management skills. The postholder will demonstrate initiative, strategic awareness and a collaborative approach, working effectively across teams and with external partners to support the bureau's long-term sustainability and visibility.

## Fundraising and business development expertise

### Essential

- Experience of working in fundraising, business development or a related role.
- Experience of researching and developing funding opportunities, including charitable trusts and foundations, or transferable income-generation experience.

### Desirable

- Qualified member of the Institute of Fundraising (Certificate or Diploma) or working towards this.
- Knowledge of full cost recovery principles and multi-year budget planning.
- Experience of securing unrestricted or core funding in a charity setting.
- Experience of contributing to strategy development and implementation, particularly within the third sector.

## Communication, data and reporting

### Essential

- Ability to gather and present basic data and evidence to support funding applications and reports.
- Excellent written and verbal communication skills.
- Ability to produce high-quality written proposals, reports and communications materials.
- Confidence using digital and social media channels to support organisational communications.

### Desirable

- Experience of using evidence and impact data to support funding applications.
- Experience of communications and digital engagement.
- Understanding of the key principles and methods of data collection, monitoring, and evaluation for service improvement.

## Ways of working and values

### Essential

- Experience of building and maintaining effective stakeholder relationships.
- Strong organisational and time management skills, with the ability to manage competing priorities.
- Ability to work collaboratively as part of a team, contributing to shared goals and supporting colleagues across functions.
- Knowledge of and commitment to the Aims and Principles of the Citizens Advice Bureau.

### Desirable

- Ability to influence stakeholders and manage strategic relationships.
- Understanding of the financial pressures facing Third Sector agencies.
- Awareness of ethical fundraising standards, including the Code of Fundraising Practice and the Fundraising Guarantee.

## Notes for applicants on completing your application

- Applications should be returned electronically wherever possible. If you require information in an alternative format or need support with your application, please contact us.
- Please submit an up-to-date CV together with a covering letter outlining your relevant skills, experience and suitability for the role.
- One of your referees should be your current or most recent employer. If you have not been employed or have been out of employment for an extended period, please provide the name of someone who knows you well enough to confirm the information you have given and comment on your suitability for the role. This person should not be a relative or close friend.
- The enclosed person specification sets out the requirements for this post. When shortlisting candidates, the selection panel will assess the information you provide against the criteria in the person specification.
- The selection panel cannot make assumptions about your experience based solely on job titles. It is therefore important that you demonstrate how your knowledge, skills and experience meet the requirements of the role. Experience gained through voluntary work, caring responsibilities, education or other life experiences may be equally relevant.
- If you are shortlisted for interview, you will be asked questions based on the job description and person specification, exploring these areas in more detail.