



Citizens Advice Edinburgh - Administrator

Job details

Job title:	Administrator
Reporting to:	Chief Executive
Location:	Citizens Advice Edinburgh Bureau Locations, currently: 58 Dundas Street, Edinburgh EH3 6QZ 23 Dalmeny Street, Edinburgh, EH6 8PG 31-33 Pennywell Road, Edinburgh EH4 4PJ 8A & B Bath Street, Edinburgh, EH15 1EY Flexible working policy applies – some home working possible.
Salary:	£25,458.16
Benefits:	25 days annual leave and 10 public holidays and a 7% employers pension contribution
Hours:	Full-time, 35 hours per week
Work Pattern:	Monday to Friday 09:00 – 17:00 although a flexible working policy applies.
Term:	Permanent

The application process

Application deadline:	Thursday 24 September 2026 at 09:00.
Interview date:	W/C Monday 28 September 2026
Interview location:	Online using Teams.
Interview format:	50-minute panel interview.

Job description

Summary of Role:

The Organisational Administrator will provide practical administrative support across Citizens Advice Edinburgh, helping to reduce routine operational tasks currently carried out by the Chief Executive and management team. The role will support basic finance processing, manage incoming post and shared email inboxes, facilities administration, data processing and the preparation of accurate minutes and action notes from management meetings. The postholder will help ensure that core administrative systems are reliable, well organised and responsive to the needs of a busy city-wide advice charity.

1. Administrative support to the Chief Executive and management team:
 - Provide reliable day-to-day administrative support to the Chief Executive and management team, prioritising work in line with organisational need.
 - Maintain organised administrative systems, records and trackers so that information is easy to find, accurate and up to date.
 - Support the scheduling, preparation and follow-up of internal meetings, including circulating papers and maintaining action logs.
 - Respond appropriately to internal requests for administrative support, escalating issues where a decision or approval is required.
2. Basic finance processing and income administration:
 - Process routine purchase invoices, expense claims and payment requests, ensuring that documentation is complete and approved before submission.
 - Maintain basic finance records, including some inputting to our accounting system Xero and excel spreadsheets and filing systems, supporting clear audit trails and timely reconciliation by CEO and external providers.
 - Liaise with suppliers, staff and managers to resolve straightforward finance administration queries, escalating complex matters as required.
3. Incoming mail, shared inboxes and correspondence:
 - Open, sort, scan and distribute incoming post, ensuring that urgent or confidential correspondence is handled appropriately.
 - Monitor agreed organisational email inboxes, triaging routine messages, forwarding enquiries and ensuring responses or actions are tracked.
 - Prepare routine correspondence, acknowledgements and template responses, maintaining a professional and accessible tone.
4. Facilities and premises administration:

- Support facilities management across bureau locations, including logging repairs, liaising with contractors and tracking follow-up actions.
 - Coordinate orders for office supplies, stationery, equipment and other routine resources, ensuring value for money and appropriate authorisation.
 - Maintain records relating to premises, suppliers, utilities, insurance, equipment checks and health and safety actions where required.
5. Data processing, records and reporting support
- Enter, check and update routine organisational data accurately, including spreadsheets, trackers, mailing lists and monitoring returns.
 - Assist with collating information for internal reports, management updates, funder monitoring and board or committee papers.
 - Ensure that confidential and personal data is handled in accordance with organisational policies, data protection requirements and Citizens Advice standards.
6. Minutes, action notes and meeting administration
- Attend agreed management meetings to take accurate minutes, record key decisions and identify clear actions, owners and timescales.
 - Draft, format and circulate minutes and action logs promptly, following up with managers where information requires clarification.
 - Undertake any other reasonable administrative duties requested by the Chief Executive or management team.

Person Specification

Essential criteria

- Experience of providing effective administrative support in a busy office, charity, public service or customer-facing environment.
- Strong organisational skills, with the ability to manage competing tasks, maintain accurate records and meet deadlines.
- Confidence using Microsoft 365, email, spreadsheets, shared files and databases to process information accurately.
- Experience of handling basic finance administration, such as invoices, expenses, purchase orders, income records or supplier information. Ideally with experience of using Xero.
- Ability to produce clear minutes, action notes, letters, emails and other written communications.

- Good interpersonal skills, with the ability to work constructively with staff, volunteers, suppliers and external contacts.
- Commitment to confidentiality, equality, diversity, inclusion and the values, ethos and principles of Citizens Advice.

Desirable Criteria

- Experience of working in a charity, voluntary sector, advice sector or multi-site organisation.
- Experience of facilities administration, supplier liaison, meeting administration or data processing.