

Working together for a fairer Scotland.

citizens advice scotland

Head of People

A note from our CEO, Derek Mitchell

"Thank you for your interest in joining Citizens Advice Scotland. 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 Citizens Advice Scotland 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 Assistance Programme:** a 24/7 phoneline and online wellbeing hub to access structured counselling and other forms of support.

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:** 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: Head of People

Location: Edinburgh or Glasgow

Please note that the team is based in both Glasgow and Edinburgh and therefore there will be a requirement for flexibility to attend both offices on occasion.

Workplace type: Hybrid working - min 2 days 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 7, £51,105 - £62,457 per annum, commensurate with experience.

*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: 11 October 2026.

Face-to-face Interviews: 1st stage interviews for this role will take place in Edinburgh office on 20th or 22nd October 2026.

About the job

We are looking for an experienced, people focused senior leader to become our new Head of People. This is an exciting opportunity to really make a difference to the lives of people across Scotland and ensure that the people that work and volunteer for our network thrive in their roles.

This is a new role which sits at the heart of our strategy and will drive our approach to people. In this role you will lead Citizens Advice Scotland and our members - 59 local bureaux to be regarded as one of the best places to work in Scotland, build a culture that aligns with our values, ensure we have the right policies, procedures, training and support to help our people thrive and champion the values that people bring to the network. This role will ensure that people sit at the heart of everything that we deliver.

If this sounds like a challenge that you want to help us deliver, then we want to hear from you. We've included below details of our network, our strategy, our vision for the role and

attachments which includes our Strategy, Values, and our People Charter to help you understand more about what we want to achieve as well as the person specification and further information about what working for Citizens Advice Scotland includes.

The Citizen Advice Network

The Citizens Advice network in Scotland has been changing lives and empowering people for 85 years demonstrating truly remarkable staying power and impact. The need for the essential service we collectively provide is greater now than ever and our ability to deliver positive outcomes relies on people.

The Head of People

People are at the heart of our service and informs every decision we take. Whether that is about our person-centred approach to advice delivery; our approach to adviser wellbeing or ensuring that we establish and empower the next generation of leaders across Citizens Advice Scotland and the network, people are the centre of our thinking. We are a people network – delivering services for people, by people. Our new strategy puts that front and centre. For us, people is not an enabler or an operational function; rather, it is what marks us out as being fundamentally different to other organisations. The culture, values, and behaviours we exhibit create a unique experience for people who come into contact with our network. By focusing on our people, we will continue to enhance a reputation for trust, empathy and quality.

This is the driver behind including people as a strategic priority in our strategy and creating a new Head of People role, which for the first time aligns all the people focused services we provide under one Head of service. This role will have responsibility for all our HR services to CAS And CAB but more importantly will care passionately about the people that work and volunteer for us and ensure that we support them to deliver the advice and insight that changes lives across communities in Scotland. You will support our people through every stage of their journey with us, from recruitment and onboarding to learning and development and leadership and promotional opportunities, you and your team will help ensure that all our people can thrive.

And it is not just about the role. At Citizen Advice Scotland we see the person and not just their job. As Head of People, you will create a culture which aligns with our values of empowerment, supportive, person-centred, inclusive and collaborative. You will build on work that we have already started around our people charter to ensure that everyone represents our values and that everyone has the tools and support they need to change lives.

Our People Approach

We know that our people change lives every day across Scotland and we want to do everything that we can to support our people to thrive and continue to support others. This was fundamental the creation of our People Charter.

This approach has embedded a more people-centred approach to the way that we treat our people which has led to an extension of this role from just the traditional HR services to a wider range of services that see the person and not just the role. This includes Moments that matter, co-design of policies, development of colleague networks and conversations about topics such as menopause, neurodiversity and grief. In addition, we have an EDI strategy and group within Citizens Advice Scotland which reflect our commitment to ensuring all aspects of our work are representative of our communities. We want to take this work to the next level, and we are looking for the new Head of People to lead on this work. We will know we have been successful when:

- The Citizens Advice network in Scotland is an environment where everyone is valued, inspired, and empowered to make a difference.
- The network is inclusive and diverse – a place people want to engage with and be part of.
- A pipeline of leaders exists across the network, ready to drive forward our purpose.

To achieve this, we will:

- Invest in the wellbeing of colleagues, volunteers and trustees across the network, as they are at the heart of our success.
- Continue to strengthen the relationships across the network so that we can achieve better outcomes for the communities we serve.
- Promote equality and diversity across the network ensuring better reflection and representation of the people served, while expanding reach to those who need our services.
- Develop a pipeline of future leaders across the network, empowering and inspiring the next generation.
- Inspire and enable a culture across the network where people feel valued and can thrive in their roles.

This is an exciting new chapter for our people and our services which offers the opportunity to shape the way that we treat our people across the network and support Citizen Advice in Scotland to reach out to and help more people than ever before.

As Head of People there will be a clear line of sight from the work you do to the very real difference that our network makes to people's lives across Scotland each and every day. If you think that you have the skills and experience to help us with this challenge and you are excited by the prospect of helping people across Scotland then we want to hear from you.

Job description

Job title: Head of People
Responsible to: Deputy Chief Executive
Line manager responsibility: Yes
Budgetary responsibility: Yes

Key responsibilities

Strategy and Engagement

- Lead on delivery of the people priorities and outcomes as set out in the Citizens Advice Scotland strategy.
- Create an organisational culture which aligns with the values of the organisation as set out in the Citizens Advice Scotland strategy.
- Lead the development of our approach to people across the wider network through engagement and influencing with senior leaders across bureaux and Citizens Advice Scotland.
- Report to the People Committee of the Board via quarterly meetings and as otherwise required.

Culture

- Create an environment in Citizens Advice Scotland and support the wider network to develop an environment where everyone is valued, inspired, and empowered to make a difference.
- Support Citizens Advice Scotland and the network to be inclusive and diverse – a place people want to engage with and be part of and that represents the communities that we provide services to.
- Drive delivery of a wellbeing approach within Citizens Advice Scotland which recognises the importance of wellbeing within the workplace and supports people when they need help.
- Lead on developing a benefits package for Citizens Advice Scotland staff which aligns with our values and supports our approach to reward and recognition, within financial constraints.
- Continue to strengthen the relationships across the network so that we can achieve better outcomes for the communities we serve.

People

- Assume overall responsibility for ensuring that People policies and procedures comply with relevant employment and Health and Safety legislation and that managers and employees are trained on and implement the policies and procedures.
- Lead People resources in line with the priorities set out in the Citizens Advice Scotland strategy.
- Use management information on key people issues to ensure compliance and demonstrate progress towards our strategic ambitions.
- Represent the leadership team on People issues within the organisation across a range of stakeholders, including the Citizens Advice Scotland Board, People Committee, bureaux network and union within Citizens Advice Scotland as well as external stakeholders.
- Manage recruitment in line with Citizens Advice Scotland values and EDI commitments to ensure the highest quality and appropriate diverse range of talent is recruited to the organisation.
- Act as 'HR expert' senior advisor to the Executive Leadership Team and Citizens Advice Scotland managers on all HR issues including restructures, contract change, grievance, discipline, absence, etc to maintain or improve effectiveness and efficiency.

EDI

- Lead on growing a more representative work force by ensuring that Citizens Advice Scotland culture, values, policies and procedures create a more inclusive workplace.
- Promote equality and diversity across the network, ensuring better reflection and representation of the people served.
- Champion EDI visibly and consistently through your leadership approach and create the culture for others to do so.

Leadership

- Develop a suite of training options which ensures a pipeline of leaders exists across the network, ready to drive forward our purpose.
- Develop and share tools across the network which ensure our leaders are confident and capable and support and inspire their colleagues.
- Lead on the development of a leadership culture aligned to our values and people charter within Citizens Advice Scotland and promote the adoption of this approach across the network to ensure that how we lead is aligned to ensuring our people can thrive.

Learning and Development

- Develop and evolve a learning and development framework for the network which ensures our people have the skills and tools they need to thrive in their roles
- Embed process which ensure an equity of access to learning and development within Citizens Advice Scotland across different functions based on organisational priorities
- Support managers to create a culture of learning and development and continuous improvement that encourages people to grow and thrive in their roles

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

- A degree and/or equivalent qualification in HR or a business related discipline, or qualified by experience.
- Experience of leading and managing a professional HR function.
- Experience of planning and implementing an approach to people through cultural change, people charter or Strategy.
- Demonstrable success in leading change and project management.
- Experience in managing difficult and complex people/organisational issues with could significantly impact the workforce.
- Substantial and demonstrable generalist HR knowledge and experience covering all major HR functions.
- Knowledge of UK employment law and experience of handling discipline and grievance.
- Motivating and enthusiastic with the ability to challenge appropriately and in line with Citizens Advice Scotland values.
- Strong listening and influencing skills.
- High levels of initiative with a solution focused approach to issues.
- Collaborative approach, with the ability to work across networks.
- Proven skills in influencing, communication and working collaboratively with stakeholders and employees at all levels.
- Ability to evidence personal drive, innovation, confidence and commitment to engage others, especially in change management initiatives.
- Resilient with flexibility and adaptability to self-manage and work on own initiative.
- Experience of managing budgets.

Desirable

- Chartered Membership of the CIPD.

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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)