

Kincardine and Mearns Citizens Advice Bureau Citizens Advice Bureau offers free, impartial and confidential advice to our clients. We deliver support and guidance on a range of topics, giving people the information they need to deal with any situation and improve their lives. We've been open since 2009 and are part of the Scottish Citizens Advice Network, which has been offering advice and support since 1939. Together we advise over 300,000 people on the best way to sort out their problems every year - that's 1 in every 14 adults. We have 11 staff and 18 volunteers working as advisers and helping behind the scenes

This is a very exciting time to join KAMCAB as we look to run this pivotal Council Tax Debt Project. Seeking a dynamic Team Player to support the Chief Officer and Team Lead with the provision of quality Council Debt support and engagement. This is a pivotal point to join us as we look forward to developing and strengthening our support to meet the challenges that our community face.

Applicants must be Result and Solution Focused and have the experience and skills to ensure that the charity continues to develop and provide high-quality long-term services.

**Main Responsibilities:**

- To ensure the provision and development of quality advice, information and representation on Council Tax debt and income maximisation issues. Responsible for the quality of advice and standard of service provided by KAMCAB debt team.
- To ensure that the service is accessible to all of those affected by poverty living within Kincardine and Mearns, and to assist in developing responsive and effective systems of service to address those requirements.

**Main Tasks:**

- Undertaking detailed casework on multiple debt problems
- Maintaining expertise in relevant legislation eg welfare rights, debt options including bankruptcy and Debt Arrangement Scheme

- Work within all policies and procedures set by the Chief Officer and the Board of Directors
- Maintain a quality casework service working within legislative and quality frameworks set by Scottish National Standards for Information and Advice Providers, FCA and relevant legislation.
- Carry out peer case checking in line with bureau procedures
- Take part in regular debt meetings in order to share practice and knowledge and carryout case reviews alongside others in the debt team
- Attend Debt and money advice conferences and forums on behalf of the bureau
- Supervising training and providing support to volunteer advice workers dealing with money advice enquiries
- Providing regular reports on functioning and development of the Project
- Attending at team/staff meetings as required
- Promote the project in a range of ways

### **Applicants must have:**

- experience in casework or case management in a busy environment
- Experience of preparing reports and statistics
- an ability to work without close supervision, prioritise own work and meet deadlines
- An understanding of the main principles and methods of statistical gathering and service evaluation
- the ability to communicate effectively, both orally and in writing
- Ability to work as part of a team
- Ability to work under pressure and flexibly as required
- A sound working knowledge of welfare benefits and of the legal rights of debtors and creditors
- A knowledge of money advice strategies
- A working knowledge of Microsoft software and related packages

Hours: 21 (Monday to Friday)

Contract: Fixed term to March 2026 with potential for extension dependent on funding

Location: Stonehaven

Closing Date: Monday 16 June 2025

To apply please submit a cover Letter and CV to Chief Officer

Heather Knowles email: [Heather.Knowles@kamcab.org.uk](mailto:Heather.Knowles@kamcab.org.uk)

Queries about the role to Heather Knowles email as above or Tel  
07833 023703