



SOUTH WEST ABERDEENSHIRE CITIZENS ADVICE BUREAU

South West Aberdeenshire Citizens Advice Bureau (SWACAB), based in Westhill, is an independent and innovative advice organisation providing holistic information and advice to local people.

We are looking for an experienced, enthusiastic, dynamic and motivated person to join our team.

- > **Job Title:** Welfare Rights Officer
- > **Location:** Westhill with occasional travel and outreach/tribunal duties across territory
- > **Hours per week:** 21 hours per week
- > **Type of contract:** Fixed-term to 31st March 2027
- > **Salary:** £15.83 per hour
- > **Closing Date:** 12.00hrs 25th September 2025
- > **Interviews:** To be confirmed

Employee benefits

SWACAB offers excellent terms and conditions, including a total of 28 days leave, pro rata, and a pension scheme with an 5% employer contribution. SWACAB is an inclusive employer considering flexible working arrangements where appropriate.

How to apply

Please complete the application form, etc linked to this advert on www.swacab.org.uk/careers and return to enquiries@swacab.org.uk or post at South West Aberdeenshire Citizens Advice Bureau, Suite 2, First Floor Offices, Westhill Shopping Centre, Old Skene Road, Westhill, AB32 6RL.

Please note that this post is subject to a satisfactory Level 1 Disclosure check.

Equality & diversity monitoring

To help South West Aberdeenshire Citizens Advice Bureau monitor equality and diversity statistics please return the Equality & Diversity Monitoring Form separate from your other application documents by emailing it to: Margaret.Shepherd@swacab.org.uk

About us

Our bureau exists to:

- Ensure that people do not suffer through lack of knowledge of their rights and responsibilities, the services available to them, or through an inability to express their needs effectively.
- Exercise a responsible influence on the development of social policies and services, both locally and nationally.
- Lift the burden of worry from clients who do not know what to do by giving them researched options.
- Provide free, confidential and impartial information and advice.
- Our vision is a Scotland where everyone has the advice and information they need to realise their rights and where barriers to accessing those rights are effectively challenged.
- South West Aberdeenshire CAB is committed to equal opportunities both in service provision and employment.
- Charity number: SC037679
- Charity name: South West Aberdeenshire Citizens Advice Bureau.

WELFARE RIGHTS OFFICER Job Description

Summary of main responsibilities

- To ensure the provision and development of quality advice, information and representation on statutory UK and Scottish Social Security benefits, and other social welfare matters as appropriate.
- To carry out welfare rights advice, benefit casework, appeals and representation work.
- To provide specialist second tier support to generalist advisers and delivery of welfare benefits training.

Welfare Rights

- Carry out ongoing welfare benefits casework, researching and drafting written submissions and assisting clients at review and at appeal level to prepare for benefits appeals.
- Provide representation for clients at Social Security First Tier Tribunals
- Prepare cases for Upper Tribunals
- Keep comprehensive records of casework which meet audit requirements, and GDPR requirements.

Training and Development

- To support the provision of a sustainable benefits service to each client through the running of training sessions for generalist advisers, increasing the knowledge and competences of all bureau advisers.
- To ensure that all specialist staff within the bureau receive appropriate benefit training to ensure holistic advising the post holder will carry out peer to peer benefits training.
- The post hold will provide a second-tier support for generalist advisers for benefit enquiries.

Project Monitoring

- Assist with monitoring effectiveness of the project, project targets and ongoing development of the Welfare Rights post

Liaison

- Create an awareness within the community of the role of the CAB, promote the services at the bureau by engaging with local partners, community organisations and stakeholders.

Personal Development

- Undertake and successfully complete Citizens Advice Bureau training programme and enhanced benefit training
- Participate in ongoing professional development
- Keep abreast of the latest developments in the voluntary sector

Other duties and responsibilities

- Carry out any other tasks which may be within the scope of the post to ensure the effective delivery and development of the service
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues
- To undertake any other work consistent with the purpose of the post as directed by the Deputy Manager or Chief Officer.

WELFARE RIGHTS OFFICER PERSON SPECIFICATION

Training Officer	Essential	Desirable
QUALIFICATION	<ul style="list-style-type: none"> • Good General education 	
EXPERIENCE	<ul style="list-style-type: none"> • Evidenced understanding of welfare benefits and provision of advice, or an ability to show transferable skills. • Good awareness and understanding of how rights and advice issues impact on local communities • A proven ability to work effectively with a wide variety of stakeholders and partners • Knowledge of and the ability to use digital tools used to deliver services (web-chat, remote telephony etc) • Experience of working on own initiative and managing own workload • Experience of working as part of an effective team 	<ul style="list-style-type: none"> • Welfare Rights experience including tribunal representation • Completion of Citizens Advice Scotland's Adviser Training Programme (ATP) • Experience in delivering training
SKILLS AND ATTRIBUTES	<ul style="list-style-type: none"> • Ability to analyse and interpret information • Ability to give and receive objective feedback with sensitivity and willingness to challenge constructively • Understanding of the importance of support, development and motivation • Ability to remain calm and focused in a busy and at times pressured environment 	

	<ul style="list-style-type: none"> • Ability to take personal responsibility for own actions • Excellent organisational skills • Excellent interpersonal skills and the ability to build positive working relationships with individuals • Excellent oral and written communication skills, including the ability to communicate complex information in a clear and accessible manner • Ability to operate as a team player and communicate effectively with colleagues and Chief Officer • Experience in use of computer applications, including spreadsheets and databases 	
OTHER	<ul style="list-style-type: none"> • Commitment to personal development and training • Understanding of and commitment to the aims and principles of the CAB service 	