



# Corporate Services Officer Job pack

Thanks for your interest in working at Citizens Advice Sandwell & Walsall. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice Sandwell & Walsall.

In this pack you'll find:

- Our Visions, Aims & Values
- The role profile & Person Specification
- Terms and conditions
- What we give our staff

## **Want to chat about this role?**

If you want to chat about the role further, you can contact Geri Taylor by emailing [geraldine.t@citizensadvicesandwell-walsall.org](mailto:geraldine.t@citizensadvicesandwell-walsall.org) or calling 07841 599 390.

# **Our Vision, Aims & Values**

Citizens Advice Sandwell & Walsall provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination.

## **Our Vision**

We will enable individuals and families in need by providing quality advice and advocacy. We constantly expand our partnerships and stakeholder network to strengthen our ability to influence policy and command change for the good of the community. We have highly trained professional teams that have the knowledge and skills to make the biggest positive impact.

## **Our Aim**

- ❖ To provide the advice people need for the problems they face
- ❖ To improve the policies and practices that affect people's lives

## **Our Values**

- ❖ We make a positive difference to the community
- ❖ We develop the knowledge of our people and are a learning organisation
- ❖ We celebrate individual and collective achievements that we can build on
- ❖ We embrace diversity and stand up for equality



## The role

**Hours:** 37hrs per week

**Salary:** £30,500

**Contract:** Permanent

**Location:** Sandwell & Walsall

**Closing Date:** 23rd November 2025 (11:59pm)

**Provisional Interview Date:** 02nd December 2025

The Corporate Services Officer plays a vital role in supporting the smooth operation of the charity by delivering high-quality administrative and operational support. Working closely with the CEO and Executive Management Team the postholder ensures the effective implementation of systems and processes that underpin the organisation's effectiveness, compliance and continuous improvement.



## Role profile

### Key Responsibilities

#### Finance Management

- Lead on the day to day financial administration of the organisation
- Process invoices, purchase orders, and expense claims in line with financial procedures
- Support budget management by maintaining accurate and up to date financial records
- Prepare and reconcile monthly financial reports, including bank reconciliations and expenditure tracking
- Assist with payroll processing, pension administration, and expense reimbursements
- Ensure compliance with financial controls, procurement policies, and funding agreements

#### Governance and Compliance

- Coordinate and provide administrative support to the Board of Trustees and sub-committees

- Maintain the organisation's governance calendar, ensuring timely completion of statutory and regulatory filings (e.g. Companies House, Charity Commission)
- Keep governance records, policies, and registers (e.g., conflicts of interest, risk register) up to date
- Support the review and implementation of governance frameworks and policies
- Ensure compliance with data protection, safeguarding, and other relevant legal and regulatory obligations
- Support the induction and training of trustees and committee members

### **Procurement and Contract Management**

- Manage procurement processes in accordance with financial policies and value for money principles
- Maintain a register of contracts and agreements, ensuring renewals and reviews occur on schedule
- Liaise with suppliers, consultants, and partners to ensure contract performance and compliance

### **Systems and Process Improvement**

- Assist in reviewing and updating finance and governance policies and procedures

### **CEO & Executive Management Team Support**

- Manage the CEO's diary for key commitments, including all staff calls and planning sessions
- Coordinate and circulate internal communications on behalf of the CEO
- Assist with the organisation and scheduling of meetings and planning sessions
- Ensure smooth administrative support to enable the CEO to focus on strategic priorities

## Person specification

| Essential                                                                                                                                               | Method of assessment |
|---------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|
| 1. Hold or working towards a recognised UK finance or accounting qualification - Level 3                                                                | A/I                  |
| 2. Proven experience maintaining accurate financial records, processing invoices, reconciling accounts, and supporting budget management                | A/I                  |
| 3. Understanding of charity or corporate governance frameworks, regulatory reporting, and board administration                                          | A/I                  |
| 4. Confident in using finance software (e.g. QuickBooks) and Google/Microsoft Office applications, especially Excel                                     | A/I                  |
| 5. Demonstrated ability to manage financial data and documentation with precision and confidentiality                                                   | A/I                  |
| 6. Strong interpersonal, written, and verbal communication skills with the ability to work effectively with trustees, colleagues, and external partners | A/I                  |

## What we give our colleagues

We value all our colleagues and offer a **supportive culture** within a charity setting that is committed to social justice. All of our roles attract a rewarding remuneration package with excellent terms including:

- **Generous Holiday Allowance** – Enjoy **26 days** of annual leave, plus bank holidays—and **an extra day off to celebrate your birthday!** Your entitlement increases to **31 days** after 5 years of service and **33 days** after 10 years

- Secure your future with our competitive **pension scheme**
- **Volunteering Day** – Take one fully paid day per year to support a cause you're passionate about
- All paid staff are eligible to apply for a **Blue Light Card** giving you access to amazing discounts on shopping, dining, travel, entertainment, and more
- We conduct **annual pay reviews** to ensure fair and competitive pay
- **Flexible** – Options for flexible working to support work-life balance
- **Health & Wellbeing Support** – Access to an Employee Assistance Programme (EAP)
- Training programs, funding for **professional qualifications**, or personal development opportunities
- We offer a number of **inclusive policies** designed to cater to the diverse needs of our colleagues. Some of the policies we offer include:
 

**Carers' Policy** – Unpaid carers will be entitled to paid leave entitlement of up to 3 working days and 5 days unpaid leave every 12 months

**Menopause Policy** – Providing guidance and support for those experiencing menopause, ensuring a comfortable and respectful work environment

**Trans Inclusion Policy** – Committing to an inclusive workplace for all gender identities, with clear support and resources for trans employees

### **If you would like to apply for this position:**

Please complete the application form which can be downloaded via our website [here](#).

Applications should be submitted by 11:59 PM on Sunday 23rd November 2025, to [staffrecruitment@citizensadvicesandwell-walsall.org](mailto:staffrecruitment@citizensadvicesandwell-walsall.org). Once we receive your application we will send a confirmation email to you, if you do not receive this email please call 07841 599390.

Shortlisting will take place week commencing 24th November 2025 and interviews are scheduled for Tuesday 02nd December 2025.

If you require any adjustments or support to help you with your application, please don't hesitate to contact us

Wishing you all the best with your application!