



# Application Pack

## Dundee Citizens Advice Bureau

Level 4, Central Library, Wellgate, Dundee, DD1 1DB

Scottish Charity No. SC011657

Company Limited by Guarantee SC169302

Authorised and Regulated by the Financial Conduct Authority – FRN617450



January 2026

Dear Applicant

**Post of Business Development & Fundraising Officer**

Thank you for your enquiry about the above post.

You will find enclosed the job description, person specification, opportunities monitoring form and equal opportunities statement. There is also some background information about the Bureau.

In determining which applicants will be interviewed, the sub-committee will have regard to applicants who best fit the person specification, so it is important for you to use this as a guide when completing the application form.

Interviews are expected to be held early February 2026. If you have not received an invitation by this time, then unfortunately you have not been selected on this occasion.

In the interest of public safety, the successful applicant for this post will be asked to disclose criminal history information.

We regret that we are unable to acknowledge receipt of completed application forms unless specifically requested.

Applications should be returned digitally, where possible however, if you require information in an alternative format or need support with your application, please contact Claire Christie on 07354 847026 or email [Claire.Christie@DundeeCAB.org.uk](mailto:Claire.Christie@DundeeCAB.org.uk).

We look forward to receiving your application by the closing date of 23 January 2026.

Yours sincerely



Claire Christie  
**Chief Executive Officer**

## Information to applicants

Citizens Advice Bureaux are the major providers of impartial, holistic information, advice and assistance, operating from 205 service points that cover Scotland from the islands to the city centres.

Bureaux are staffed by trained volunteers and staff adviser under the supervision of the manager and provide responses to clients' enquiries covering a whole range of social issues. Despite being a generalist service, most enquiries are concerned with matters related to problems of poverty and deprivation.

Each Bureau is wholly independent and most receive funding from their respective local Councils in the form of annual grants. Bureaux are autonomous bodies under the control of a volunteer Board of Directors. Each bureau's Board consists of representatives of local statutory and voluntary agencies, elected members of the public and staff/volunteer representatives.

All Bureaux are members of the Scottish Association of Citizens Advice Bureaux and as such must meet specific conditions of membership related to standards of service and other matters. The Association receives financial support from central government through the Department of Trade and Industry.

At Dundee CAB we supported over 4,000 clients in 2025 and helped create over £1.9 million in financial gains for our clients.

Enquiries are across a wide range of fields, and clients expect high quality advice and assistance (including representation at tribunals and in Court when appropriate) on what are, at times, highly complex matters. The main enquiries at the present time relate to problems with welfare benefits and money; energy issues; employment; goods and services; housing; and family and personal situations.

All bureau posts demand a high level of commitment and will involve a flexible approach to working. No overtime payments are made but time off in lieu is given. Expenses are reimbursed for travel related to approved duties.

Our annual income is £850,000 - £900,000 per year to deliver community focused, community based and community led advice programmes. We currently spend over 90% of our income of staffing costs with very little unrestricted income to work with. We currently have 27 staff and 26 volunteers.

Dundee Citizens Advice Bureau is committed to ethical, transparent and responsible fundraising and is registered with Good Fundraising.



## Introduction

We are seeking an experienced and motivated professional to join our team and play a key role in securing the long-term sustainability of the bureau. This is an exciting opportunity to make a difference to people's lives in Dundee by helping to strengthen and expand the reach of our services across the city.

As part of the Senior Management Team, you will lead on business development and fundraising activities that enable the bureau to deliver high-quality, accessible advice and support to those who need it most. You will secure vital funding, develop strong partnerships and help raise the profile of our organisation through creative communication and engagement strategies.

This role will suit someone who is proactive, strategic and passionate about the values of the Citizens Advice Bureau. You'll bring proven experience in fundraising and business development, excellent communication skills and the ability to build meaningful relationships across sectors. In return, you'll be part of a committed and supportive team making a lasting impact in our community.

<b>Job Title:</b>	<b>Business Development &amp; Fundraising Officer</b>
<b>Responsible to:</b>	Chief Executive Officer
<b>Hours of Work:</b>	33 hours per week
<b>Salary Scale:</b>	£35,821 (plus employer pension and options for flexible and remote working)
<b>Contract:</b>	24 months ringfenced initially
<b>Location:</b>	Dundee Citizens Advice Bureau, DD1 1DB
<b>Working Pattern:</b>	Hybrid/Remote with dedicated time in bureau

## Summary

This role will provide essential support by leading business development activities that secure a sustainable future and reinforce our position as Dundee's preferred advice provider. Key responsibilities include driving the growth of charitable funding and strengthening relationships with new and existing supporters to allow us to continue delivering trusted and quality assured advice and support to our community. The postholder will play a vital role in shaping new opportunities, building partnerships and ensuring the bureau remains responsive to local needs.

All fundraising activity must comply with the bureau's funding framework and adhere to the principles of the Fundraising Guarantee and Good Fundraising practice.

## Key Responsibilities

- Identify additional income streams, including new grants, donations, and unrestricted income.
- Develop and manage the fundraising framework.
- Work with the CEO to develop and maintain relationships with funders, stakeholders, and the broader community.
- Help implement a marketing strategy to enhance the bureau's visibility.
- To create a self-sustaining role within the organisation with measurable results.

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## Business Development and Fundraising

- Develop and deliver a strategic fundraising programme to diversify income and strengthen financial resilience.
  - KPI - Achieve clear and agreed, year on year growth within the first 12 months and ongoing
  - KPI - Lead on securing ongoing funding to support the continuation of the post
- Increase core and unrestricted funding to ensure the bureau can respond local needs and demand.
  - KPI - Ensure that at least 20% of total annual income is unrestricted within first 12 months and ongoing
- Identify and pursue, using due diligence, new funding opportunities, preparing high-quality applications in line with our funding framework.
  - KPI – Identify at least 30 prospects per quarter including procurements, trusts, foundations, lotteries and corporate partners
- Maintain accurate records of funder engagement and provide required information to funders.
  - KPI – report updates to each Board Meeting
- Support the building and maintaining of relationships with funders, partners and the wider community.
- Collaborate with internal teams and external partners, including Citizens Advice Scotland and other bureaux, to share best practice, identify joint working opportunities and respond to procurement possibilities.
- Support evaluation frameworks, assist with report writing and represent the bureau at events to promote its work and build networks.

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## Marketing and Communications

- Help develop and implement the bureau's communication and marketing strategy.
  - KPI – have the finished strategy ready for approval within first 12 weeks
- Help produce engaging content to promote the bureau and its projects in line with our branding.
  - KPI - Create and maintain a content calendar in collaboration with comms team
- Work with our member body (Citizens Advice Scotland) on brand and local promotions and profile raising.
- Represent the bureau externally through talks, presentations and community engagement to raise awareness and support strategic objectives.

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## Person Specification

The successful candidate will be enthusiastic, motivated and strategic with a strong commitment to the values and aims of the Citizens Advice Bureau. They will combine proven experience in charitable fundraising and business development with excellent communication and relationship management skills. The postholder will demonstrate initiative and a collaborative approach by working effectively across teams and with external partners to ensure the bureau's long-term sustainability and visibility.

Essential	Desirable
Proven track record of securing charitable funding from a variety of sources with ability to create multi-year project budgets and knowledge of full cost recovery model	Qualified member of the Institute of Fundraising (Certificate or Diploma) or working towards
Working knowledge of online trust fundraising research.	Knowledge and experience of strategy development and implementation, particularly within the third sector.
Demonstrable experience in a business development and/or fundraising role.	Understanding of the key principles and methods of data collection, monitoring, and evaluation for service improvement
Experience of building and maintaining effective stakeholder relationships in support of business development activities.	Ability to positively influence stakeholders and manage strategic relationships.
Excellent written and verbal communication skills.	Experience of using evidence and evaluation data to support funding applications and reporting.
Ability to produce high-quality proposals, reports, and marketing materials.	Experience in managing communications across a range of mediums, including strong understanding of social media and digital platforms for public engagement.
Strong organisational and time management skills, with the ability to balance multiple priorities effectively.	Understanding of the financial pressures facing Third Sector agencies
Ability to work collaboratively as part of a small team, contributing to shared goals and supporting colleagues across functions.	Knowledge of and commitment to the Aims and Principles of the Citizens Advice Bureau
Understanding of ethical fundraising standards, including Good Fundraising principles and the Fundraising Guarantee.	Experience of securing unrestricted or core funding in a charity setting

## Notes for applicants on completing your application

- Applications should be returned digitally, where possible however, if you require information in an alternative format or need support with your application, please contact us.
- Please attach and up to date CV with a covering letter outlining your main skills, experience and suitability for the role
- One of your referees should be your present or most recent employer. If you have not been employed or have been out of employment for a long time, please give the name of someone who knows you sufficiently well to confirm the information you have given and to comment on your ability to do the job. This should not be a relative or friend.
- The enclosed person specification lists the requirements for this post. When shortlisting for interview the selection panel will only consider the information you supply and will assess this against the person specification.
- The selection panel cannot make assumptions about the nature of the work you have done or your experience from a list of job titles. It is therefore important that you demonstrate how you meet the requirements. Paid and voluntary work are not the only experiences worth quoting. Other life experiences and skills may be just as valid.
- If you are shortlisted for interview, the selection panel will ask you questions based on the job description, which will cover the areas in more detail.

