**Hamilton Citizens Advice Bureau**

**Team Leader – General & Community Advice Services**

**Hours:** 35 hours per week

**Salary:** £30,000 per annum

**Location:** Hamilton

**Reporting to:** Chief Officer

**Type of Contract:** Permanent

Are you passionate about supporting your community and leading a team to make a real difference? We’re looking for a motivated and inspiring **Team Leader for General & Community Services** to join our management team at Hamilton Citizens Advice Bureau.

This vacancy has arisen as our current postholder is moving on to a well-deserved promotion, reflecting the positive development opportunities within our organisation. Now, we’re looking for someone equally committed and enthusiastic to build on this success.

**About the Role:**  
You will be responsible for the operational management of our General & Community Advice Services, ensuring that quality, accessibility, and compassion are at the heart of everything we do. This includes:

* Managing the delivery of face-to-face, telephone, web, and community-based general and money advice services (SNS Type I & II)
* Line management of both volunteer and employed advisers
* Playing an active role in the recruitment, induction, training, and development of volunteers
* Leading the ongoing development of our community-based services, ensuring we’re reaching those who need us most

**About You:**  
We’re looking for someone who brings experience in managing busy, multi-channel public-facing advice services, with a real commitment to quality and fairness for our clients. You’ll understand the value of volunteers, their motivation, and how to support them to thrive.

As part of our Management Team, you’ll take a lead on both quality assurance and volunteering strategy. Strong communication, excellent organisational skills, and confident decision-making will all be second nature to you.

Most importantly, you’ll share our values: putting people first, fostering a supportive team culture, and always looking for ways to improve how we serve our community.

**Why work with us?**  
At Hamilton CAB, we recognise that our people – both staff and volunteers – are our greatest asset. We actively support wellbeing, professional development, and work-life balance. This is more than just a job – it’s a chance to be part of something meaningful and to help shape the future of advice services in our community.

What we offer:

* **A values-driven workplace** – Join a team dedicated to fairness, inclusivity, and making a real difference.
* **Work-life balance** – Flexible working options available.
* **Generous leave entitlement** – 28 days (FT) + Public Holidays
* **Pension contributions** – Employer contribution of 3%.
* **Personal growth** – Opportunities for professional development and career progression.

**Interested?**

**Closing Date: Midnight on Monday 30th June 2025**

**Interviews: Week beginning: 7th July 2025**

**For further Information or an informal chat please contact:** [**morag.mcdonald@hamiltoncab.casonline.org.uk**](mailto:morag.mcdonald@hamiltoncab.casonline.org.uk)

**Join us and help make sure no one faces their problems alone.**