

Recruitment pack

Thanks for your interest in working for Citizens Advice Oxfordshire. 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.

In this pack you'll find:

- Key facts about what we offer
- Other staff benefits
- Role description
- Person specification
- 3 things you should know about us
- Overview of Citizens Advice
- How Citizens Advice Oxfordshire works
- Our values

Application deadline: Wednesday 1st July 2026

Interview dates: 6th or 9th July 2026

Want to chat about this role?

If you want to chat about the role further, you can contact emailing or calling staff-recruitment@caox.org.uk 01993 892063



Key Facts

- Location:** This role can be based in any of our offices across the County with the flexibility to work from home.
Office Locations: Abingdon/Didcot/Henley/Oxford/Thame/Witney
- Hours:** 18.5 Hours per week
- Contract:** Permanent
- Salary:** £28,843 - £29,996 FTE (full time is 37 hours)
£14,421.5 - £14,998 actual pro rata salary for 18.5 hrs per week (0.5 FTE)
- Expenses:** Any additional travel above home to work can be claimed at £0.55 per mile
- Other:** A laptop and any other essential equipment will be provided



Other staff benefits

Workplace Pension

- 5% employer contribution, minimum 3% staff contribution

Generous Holiday allowance

- 31 days plus bank holidays (pro rata for part time roles)

Ongoing training and development opportunities:

Your line manager and our Learning & Development Team will work with you to develop an individual training plan and offer opportunities to develop new skills relevant to your role.

Regular personal supervision and annual appraisal

Employee Assistance Programme:

- Telephone counselling support
- Personal legal and financial information
- Health advice across a range of medical and wellbeing issues
- Access to an online portal for further advice and support
- Speak in confidence to a third party with anonymity assured
- Available 24/7, 365 days a year

An opportunity to work with a fantastic team of dedicated volunteers and staff. We look forward to meeting you.



Role Description

What we are looking for

We are seeking to appoint an experienced, qualified or part qualified Accounting Technician as Finance Officer. The Finance Officer will undertake general accountancy, payroll and financial administration work to support the Finance Manager, Chief Executive Officer and the Treasurer by providing administrative support, basic bookkeeping and assistance with financial reporting. The role requires a good all-rounder who is conscientious and keeps calm under pressure. Main duties and responsibilities are detailed below.

Job Description

Reporting to the Finance Manager, this role can be based in any of our offices across the County with the flexibility to work from home. The Finance Manager is currently based in Abingdon.

Bookkeeping and accounts

- Day-to-day bookkeeping using our Accounts Package (QuickBooks Online) and Microsoft Excel/Google Sheets.
- Accurately record all payments and receipts in QBO and respond to queries from Staff and volunteers are dealt with in a timely manner.
- Raise invoices for agreed income in a timely manner, as directed by the Finance Manager.
- Maintain petty cash records across the organisation.
- Maintain accurate records of all clients funds received and spent.
- Assist the Finance Manager with providing quarterly management accounts reports to the CEO, Treasurer and Trustees.
- If required, prepare and send quarterly reports and annual budget through Citizens Advice financial reporting portal by the due dates required.
- Assist the Finance Manager with running year end procedures and with preparing all reports relating to the annual accounts for the appointed auditor.
- Work with the appointed auditor to resolve any queries or issues that arise.



Salaries and employment

- Assist the Finance Manager with preparing monthly input for the external payroll company on a timely basis.
- Make necessary monthly returns to Pension providers within one month of payroll.
- Respond to queries from staff, HMRC and other agencies about payroll.
- Assist the Finance Manager to follow procedures for payment of maternity/paternity/foster carer pay, sick pay, childcare vouchers and any other relevant schemes etc.
- Check all expense claims and if they are correctly approved and accurate, promptly make expenses payments.

Suppliers and contracts

- Work with CAOX Administrators and Managers to ensure orders are processed in accordance with agreed procedures and paid promptly.
- Ensure that all incoming invoices are promptly authorised by the appropriate person and payments set up in accordance with their terms and CAOX policies.
- Work with suppliers to resolve any queries or issues that arise.

Banking

- Assist the Finance Manager with arranging bank signatories in accordance with CAOX policies.
- Deal with routine correspondence and form filling.
- Liaise with local offices to ensure that all monies received are promptly notified to finance and banked in a timely manner.
- Assist the Finance Manager with monitoring bank accounts regularly and reconciling statements monthly.

Other duties and responsibilities

- Manage and respond appropriately and in a timely manner to correspondence in the shared finance@caox.org.uk mailbox
- Attend and contribute to staff meetings and one-to-one supervision meetings.
- Undertake regular mandatory and other appropriate training.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues
- Ensure that work undertaken reflects and supports the Citizens Advice services' equity and diversity strategy
- Any other relevant financial, administrative and support duties required to ensure the smooth running of Citizens Advice Oxfordshire.



Person Specification

Essential

- Full or part qualified at AAT Level 2 in Accounting or Bookkeeping, or demonstrate this level of experience.
- Experience of working on own initiative as a Finance Officer.
- At least 2 years' experience of using an accounts package e.g. Quick Books Online or Sage 50 for general bookkeeping.
- Good communication skills, both written and verbal.
- Excellent Excel skills
- Ability to plan and organise own work to meet deadlines under pressure
- Experience of liaising with third parties.
- Ability to research, analyse and interpret complex information
- Self-motivating and able to prioritise own workload to meet deadlines.
- Willingness to undertake training and to develop new skills in response to the organisation's changing needs.
- Commitment to work within the aims, principles and policies of Citizens Advice Oxfordshire.

Desirable

- Experience of the voluntary and charity sector.
- Experience of payroll administration including responding to HMRC and related queries.

Personal qualities

- Friendly and approachable personality.
- Flexible and cooperative approach to work.
- Honest and trustworthy.
- Able to work as part of a team.
- Commitment to equal opportunities and community ethos.

We value diversity, promote equity and challenge discrimination. We encourage and welcome applications from people of all backgrounds. We are a Disability Confident employer.

In accordance with Citizens Advice policy we will require the successful candidate to be screened by the DBS. However, a criminal record will not necessarily be a bar to your being able to take up the job.

3 things you should know about us

1. We're local and we're national. We have 6 national offices and offer direct support to people in around 230 independent local Citizens Advice services across England and Wales.

2. We're here for everyone. Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

3. We're listened to - and we make a difference. Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

Overview of Citizens Advice

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 280 local Citizens Advice members.

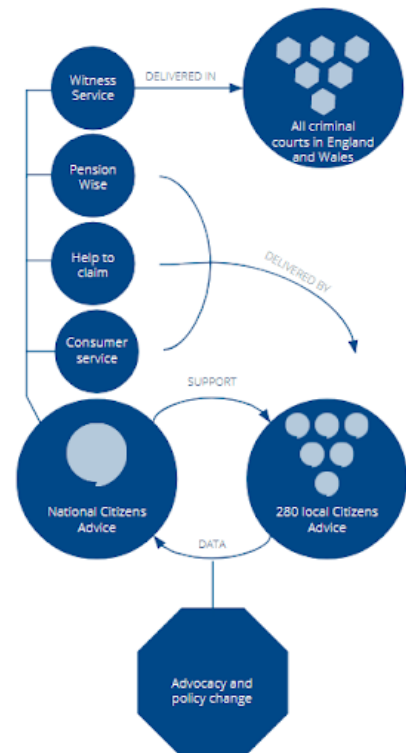
This role sits our network of independent charities, delivering services from

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

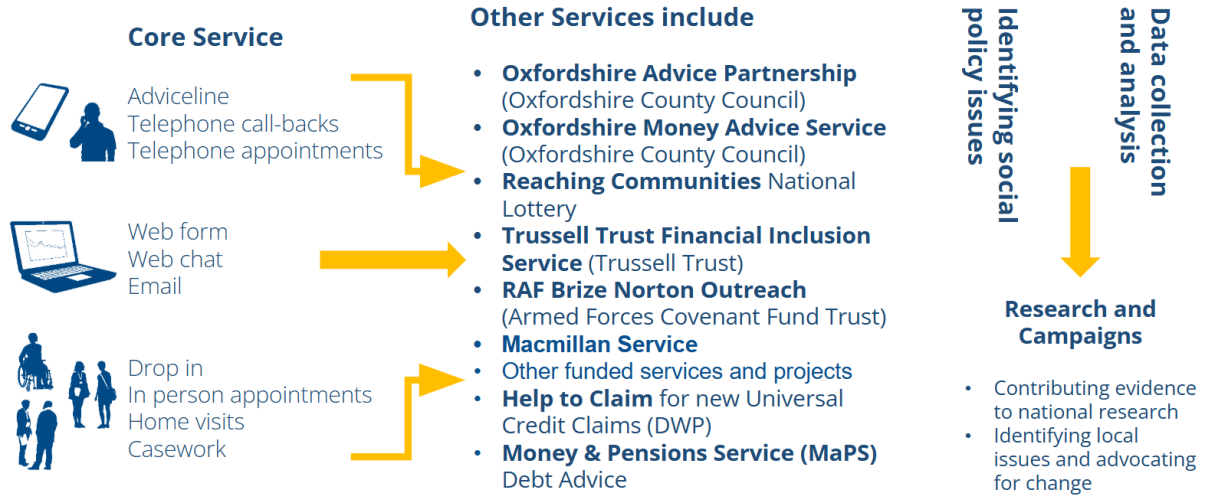
They do this with:

- 6,500 local staff
- over 23,000 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live.



How Citizens Advice Oxfordshire works



We provide a range of advice, guidance and support services to the people of Oxfordshire and beyond. We give advice on many issues, including; debt, benefits, employment, housing, consumer rights and relationship problems. We believe no one should have to face these problems without good quality independent advice.

● Our values

We're inventive. We're not afraid of trying new things and learning by getting things wrong. We question every idea to make it better and we change when things aren't working.

We're generous. We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

We're responsible. We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.