**Vacancy: Quality Assurance Officer**

We have an exciting opportunity for a successful candidate to provide quality assurance advice and support to Aberdeen Citizens Advice Bureau (ACAB) to ensure that our high standards of advice giving and support to clients are met. Your role will be to ensure all our advisers are not only providing correct and timely advice to client, but ensuring that their case notes and all statistical information is correctly recorded on our electronic case management system. This role also involves delivering training to our advisers on what is expected. In this role, you will also ensure that ACAB complies with all standards and requirements as required by Citizens Advice Scotland and our funders.

**Salary £19,968 - £22,750 pa**

**25 hours per week**

**Preferred hours spread over Monday - Friday**

**Permanent**

Up to 6% employer pension contribution

36 days annual leave inclusive of public holidays (calculated on a pro-rata basis)

**Closing date: Tuesday 12th July at 12 noon**

**Interviews: Wednesday 20th July**

Information and application forms are attached or available on request

by calling 01224 569757 or emailing [**manager@aberdeencab.org.uk**](mailto:manager@aberdeencab.org.uk)

**Please note that CVs will not be accepted**

**Completed application forms should be returned by e-mail to**

[**manager@aberdeencab.org.uk**](mailto:manager@aberdeencab.org.uk)

Aberdeen Citizens Advice Bureau

41 Union Street, Aberdeen, AB11 5BN

Scottish Charity No SC009674

