

Job Title	Bookkeeping Support Service Advisor
Salary	SCVO Grade 6 (£43,255 to £48,060)
Hours	35 hours per week
Location	This post can be based in Edinburgh or Glasgow. SCVO staff can work a blend of office and home on agreement with their team and line manager, and within the parameters of our Blended Working Policy.

1 Purpose and values

SCVO believes the voluntary sector is vital to Scotland's economy, society and democracy. We support the sector to achieve its ambitions through delivering services, giving the sector a voice at a national level and promoting and supporting innovation and improvement. Our vision therefore is a thriving voluntary sector at the heart of a successful, fair and inclusive Scotland. We champion the role of voluntary organisations in building a flourishing society and support voluntary organisations to do work that has a positive impact.

Our values are the foundation of how we act individually and collectively as SCVO staff members. We are: accountable and committed, responsive, supportive, progressive and bold.

Equality, diversity, and inclusion at SCVO

SCVO is committed to building a workforce of people from a wide range of backgrounds, perspectives, and experiences. That means a workforce that includes people of different age groups, socio-economic backgrounds, faith and beliefs. People who are trans, disabled, from minority ethnic backgrounds. People who identify as lesbian, gay, or bisexual or another sexual orientation. We welcome applications from individuals from all communities particularly from people with disabilities and people from ethnic minority backgrounds, currently under-represented within SCVO. We share our interview questions in advance of interview, and we offer blended and flexible working from day one of employment, including part-time working and working from home, as well as other flexible working options.

If you would like a copy of SCVO's equality, diversity and inclusion policy, please contact hr@scvo.scot.

2 Job context and purpose

The Bookkeeping Support Service Advisor will play an important role in developing and running a bookkeeping support service to both members and non-members of SCVO. This is a start-up service with no customers or systems currently in place. The role will support the development of the service and then have responsibility for its on-going delivery.

3 Key accountabilities

- Work with SCVO's Head of Finance and Service Development & Improvement Manager to set up a bookkeeping support service for the voluntary sector in Scotland.
- Work with SCVO's Marketing and Communications team to generate customers and meet financial targets.
- Develop and implement bookkeeping support processes to enable the set-up of client chart of accounts and data transfer through the Xero partner programme for organisations of different sizes.
- Support new customers from first point of contact through to Xero account set-up, onboarding and user training.
- Review clients' monthly accounting entries and reconciliations and provide customer support with general bookkeeping queries.
- Establish and generate basic management reports, project/grant expenditure reports, and basic VAT reports for clients.
- Generate receipts and payments year-end accounts for clients.
- Manage client relationships, engage with clients professionally, addressing inquiries, providing financial clarity, and ensuring high service standards at all times.
- Operate case management systems, maintain and manage financial records within case management platforms, ensuring organisation and accessibility.
- Communicate timely updates on changes in charity finance regulations to customers and signpost to relevant resources and information.
- Any other duties as may be required by SCVO.

4 Values, skills, experience and knowledge

The post holder will be expected to demonstrate the following range of skills and experience on a regular basis:

Essential

- Experience of setting up bookkeeping processes and systems, to run a bookkeeping support service
- Experience of establishing year-end receipts and payments accounts and basic management reports
- Experience of using bookkeeping software and applications, such as Xero
- Excellent Excel skills
- Excellent customer relationship and sales skills
- Experience of using case management systems
- Ability to manage confidential and sensitive information appropriately
- Correctness and accuracy is key
- Commitment to SCVO's [service charter](#)
- Ability to uphold our values and principles, contributing to an inclusive working environment, striving for environmental sustainability.

Desirable

- An excellent understanding of the voluntary sector in Scotland; the challenges and opportunities in terms of service delivery and financial reporting and compliance
- A formal qualification such as ATT bookkeeping
- Skills or qualifications in service design approaches
- Experience in the use of Salesforce or alternative CRM system

5 Other duties

Carry out any other relevant general duties as required by your manager.

6 Location and accountability

This post can be based in Edinburgh or Glasgow. SCVO staff can work a blend of office and home on agreement with their team and line manager, and within the parameters of our blended working policy. Full remote working may be available, subject to a flexible working request.

The line manager for this post will be Martin McComb, Head of Finance.

7 SCVO salary scale

SCVO's salary scale has six increments. Appointments are made on the 1st increment. Staff move up an increment on an annual basis (unless you are involved in formal disciplinary or performance management proceedings).

7 To apply

Please e-mail your application to recruitment@scvo.scot by 12 noon on the closing date.

Closing date: Sunday 23rd August 2026

Interview date: Monday 7th September 2026

9 Major terms & conditions

A full package of terms and conditions is available. Key features include:

Salary:	SCVO Grade 6 (£43,255 to £48,060) (appointments are made on the 1 st increment)
Annual leave:	33 days plus 6 public holidays per annum pro rata
Pension:	SCVO offers a Defined Contribution Pension Scheme to employee contributions are 6% or 3%, SCVO contributes 9% or 4.5%. A salary exchange option is available.
Probationary period:	6 months
Hours:	35 hours per week (flexible working options are available)