



# We Are Recruiting: Trainee Debt Adviser

**Location:** Bishop's Stortford or Hertford [currently homeworking due to Covid-19]

**Hours:** 37

**Salary:** £23,252 (FTE).

**Contract:** Fixed term 30 November 2020 - 31 March 2021 with an expected extension to November 2021

**Application deadline:** 15 October 2020 9am

**Virtual Interviews:** 22 October 2020

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Nationally Citizens Advice has secured funding from the Money and Pensions Service to recruit 100 additional Trainee Debt Advisers across the county. This is in response to an expected 60% rise in the need for debt advice as a result of the economic impact of Covid-19.

Citizens Advice East Herts are recruiting a Trainee Debt Adviser to join their existing Money Advice Team.

You will be trained to give advice across channels including face-to-face, telephone, email and web chat. You will receive accredited advice-level training within 12 weeks of starting your employment, with further specialist level training to follow.

You will be a highly motivated strong team player with excellent interpersonal and organisational skills. You will have the ability to understand written and oral information of some complexity; have good numeracy skills sufficient to compile accurate financial statements and calculate benefits; and, have effective oral and written communication skills for the purposes of negotiation and reporting.

The Citizens Advice service values diversity, promotes equality and challenges discrimination. We encourage and welcome applications from people of all backgrounds. We particularly welcome applications from disabled and Black, Asian and Minority Ethnic people, as they are currently under represented in our workforce.

This is an exciting time to join us as we upscale our debt advice service.

**Look at our [website](#) for more information on what we do and how to apply.**

**For an informal chat please talk to Laura Hyde  
[hydel@citizensadviceeastherts.org.uk](mailto:hydel@citizensadviceeastherts.org.uk) or call 01920 459944**