



Trainee Debt Adviser

Job pack

Thanks for your interest in working within the Citizens Advice service. This job pack should give you everything you need to know to apply for this role and what it means to work with Citizens Advice East Herts.

In this pack you'll find:

- Our values
- 3 things you should know about us
- Overview of the Citizens Advice service
- Overview of the project
- The role profile and person specification
- Our approach to equality and diversity
- Terms and conditions of employment

Our values

We're inventive. We're not afraid of trying new things and learn 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.

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 279 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 the Citizens Advice service

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.

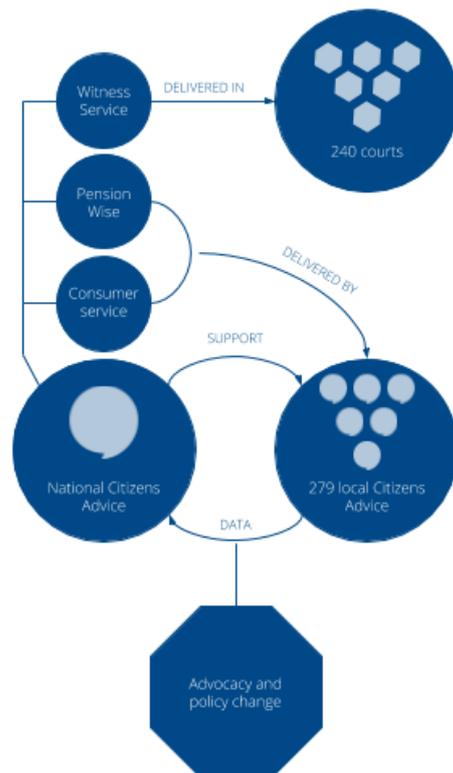
This role sits within our network of independent charities, delivering services from

- 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.





The project

Currently this £27 million project, funded by the Money and Pensions Service (MaPS) delivers multi-channel debt advice to 300,000 people a year, including some of the most financially excluded groups in society, with over £0.5 billion in debt. The service is delivered through 450 debt advisers based across 120 advice agencies, 2 national contact centres, 1 national webchat service, 1 national Debt Relief Order Unit and an overflow telephone service.

We have recently secured significant additional funding in response to COVID-19 and the expected 60% increase in demand for our debt advice service. This funding will enable us to bring onboard to the project new providers and locations and increase resourcing at existing providers.

This is an exciting time to join us as we embark on one of the largest upscaling of debt advice services in a decade.



The role

We want people who are passionate about giving an effective service to those most in need. You will need to demonstrate that you can engage skilfully with clients who are vulnerable and distressed and have proven skills at working in a busy environment.

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.

You will be based within and employed by a local Citizens Advice – in this case Citizens Advice East Herts. You will be trained to give advice across channels including face-to-face, telephone, email and web chat. The mix of channels will vary but is likely to consist of mostly telephone and digital at this time. You will receive project funder accredited advice-level training within 12 weeks of starting your employment, with further specialist level training to follow.

The role is initially fixed term 30 November 2020 until 31 March 2021 with an expected extension to November 2021.

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.

To apply please submit a CV and covering letter outlining your suitability for the role to admin@citizensadviceeastherts.org.uk, or complete an [application form](#) following the guidance.



Role profile

Job Title:	Trainee Debt Adviser
Reporting to:	Karen Hoy
Salary:	£23,252
Hours of work	37 hours per week
Location:	Bishop's Stortford or Hertford Due to the ongoing pandemic some flexibility around location of work may be required, such as some home working, but it is expected that you will be within a commutable distance of the advertised role location.
Role purpose:	To train in and deliver a good quality debt advice service to clients, with due regard to the aims, policies and procedures of the organisation and service, working within a client focussed and responsive team.

Training	To attend and successfully complete debt advice training to advice level followed by specialist training (to casework and court representation level). Attend learning events and carry out learning activities in line with Continuing Professional Development requirements for MaPS funded debt advisers
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	<p>Keep up to date with legislation, case law, policies and procedures relating to money advice, and attend appropriate training; including reading relevant publications</p> <p>To identify and develop your own learning opportunities</p>
<p>Working with Clients</p>	<p>Once trained, be supported to provide a full range of debt casework as part of the MaPS funded project:</p> <ul style="list-style-type: none"> • Sensitively explore the client’s situation, including household and financial circumstances and details of debts • Identify areas where clients could maximise income or minimise expenditure, such as benefit claims, and offer support or signpost/refer to other agencies where appropriate • Provide information and advice to empower clients to act on their own behalf, including signposting to other agencies where appropriate • Explore options and implications to enable the client to make informed decisions • Provide full casework to the client where necessary, identifying the debt issue through to its resolution • Provide the advice and/or casework through a mixture of channels, predominantly digital and telephone moving to face to face when safe to do so
<p>Contribute to team</p>	<p>Contribute to the efficient working of the team in delivering against the project delivery requirements</p> <p>Engage with team members, sharing knowledge and good practice and supporting each other to problem solve</p> <p>Attend and participate in local team meetings, Money Advice Groups, project regional manager/adviser events and National Citizens Advice conferences as recommended by your line manager</p>

Management Information	<p>Set up and maintain casework and other admin systems as required</p> <p>Maintain client records to required standards on the organisation's management information system</p> <p>Ensure clients are encouraged to feedback on the service they received. Share with management and team for continuous development of service delivery</p>
Quality	<p>Continually meet the requirements of the project's Quality Framework and engage with Quality supervision and support services</p>
Equality and Diversity	<p>Ensure that work undertaken reflects and supports the service's Equality and Diversity Strategy</p>
IT Proficiency	<p>Develop and maintain Information Technology proficiency to support your work requirements</p>
Other	<p>Participate in research & campaigns work, as organised within the organisation and at regional or national level by raising evidence forms, providing case studies etc</p> <p>Comply with all the organisation's published policies and procedures, with attention to Health and Safety, Risk Management, Confidentiality, Home Working policies and Equal Opportunities.</p> <p>Uphold the aims and principles of the organisation Undertake any other duties as might be reasonably required within the scope of the role.</p>



Person specification

Essential

- An ability to demonstrate a high level of commitment to training, identify own training needs and participate in continued personal development opportunities
- The ability to prioritise tasks and work to deadlines using own initiative
- The ability to communicate effectively, both orally and in writing with a range of people and organisations
- Good numeracy skills with the ability to carry out efficient calculations and prepare budgets for clients
- Ability to use IT for statistical recording, record keeping and document production
- The ability to work effectively and collaboratively as part of a team and work without close supervision
- Ability and willingness to follow agreed procedures
- Ability to work in a sensitive, enabling and non-judgemental way with people from a wide range of backgrounds
- Ability to maintain confidentiality and appropriate professional boundaries
- Understanding of and commitment to the aims and principles of the Citizens Advice service.

Desirable

- Knowledge and awareness of debt advice services
- Appreciation of the local community and social challenges in the area and their implications for clients and service provision



Terms and conditions

The main place of work for this role is either Hertford or Bishop's Stortford (depending on the post-holder's preference) [note currently we are all homeworking but this could change at any time]. Reasonable expenses will be reimbursed for costs incurred.

This is a fixed term contract from 30 November 2020 until 31 March 2021 with an expected extension to November 2021. There will be a probationary period of 3 months.

The full time working week is 37 hours and normal hours are from 9am to 5.30pm Monday to Thursday and 9am to 5pm on Friday. This includes a 30 minute unpaid rest break per day. More flexible arrangements may be agreed.

The annual leave year runs from 1 April to 31 March and full time employees are entitled to 5.6 weeks paid annual leave plus statutory holidays.

There is an auto enrolment pension scheme with an employer contribution of 3% and an employee contribution of 5%.