

Debt Support Officer – Social Welfare Team

Do you enjoy helping people? North Tyneside Citizens advice is a charity that provides free independent, confidential, and impartial advice. We have exciting opportunities for you to join the Social Welfare Advice team supporting our Money Advice caseworkers who deliver debt advice to clients struggling with their debts via telephone and webchat on our National Debt Helpline. Working as a debt support officer you will join our existing team carrying out a range of activities to support our Money Advice Caseworkers.

Benefits

- Salary of £24,263.10 per annum
- Workplace pension scheme
- Generous leave entitlement starting at 24 days per year (in additional to bank holidays) and rising to 29 days with long service
- Paid Birthday Day off after 12 months service
- Career development opportunities within the service with the opportunity to work towards full accreditation to deliver debt advice.
- Gives skills through full training
- Work that makes a positive impact
- Town centre location with good transport links
- Positive working environment

Day to Day

- Providing general administrative support to our Money Advisers in Social Welfare Advice Team.
- Processing high volume of incoming and outgoing emails and post
- Send appointment reminders, e-signature requests and SMS
- Be the point of contact for clients across all relevant channels
- Using the debt assessment tool to help clients gather information and complete their budget in advance of the appointment.
- Collect information from creditors, local authority, and utility companies to support the work of the adviser.
- Processing information received from the client to contribute to the progress of their case.
- Inputting and maintaining client data onto our internal case management systems
- Taking internal and making external calls to clients, third parties, other local Citizens Advice staff and partner agencies.
- Contact the client post closure of their case to check progress
- Completion of the Adviser Learning Programme and Money Advice accreditation programme.

Requirements

- Customer service skills or experience of working with people
- Able to work constructively as part of a team
- Willing to learn and attend training and supervision.
- Able to communicate effectively with clients
- Able to maintain boundaries and keep confidentiality
- Good IT Skills, experience of Outlook 365
- Able to undertake administrative tasks effectively
- Excellent communication skills
- Be a team player
- Customer service experience
- Well organised and have an attention to detail
- Experience of working to deadlines in a fast-paced environment

- Based at our North Shields office.

Full technical training will be provided. You will need a good working knowledge of Outlook 365, Word and Excel, strong customer service skills are essential.

Interested in applying? Download an application form from our website at <https://www.ntcab.org.uk/vacancies/>

Send to chair@ntcab.org.uk Please note we do not accept CV's.

When you apply, we collect your personal information through your application form, interview, or references so we can process your application. Please click <https://www.ntcab.org.uk/privacy-policy/> to read our full privacy policy and to better understand why we ask for certain information, how we use it and how we store it.

Closing Date: Wednesday, 8th October 2025 at 5.00pm.

Interviews: TBC

We value diversity, promote equality and challenge discrimination. We encourage and welcome applications from people of all backgrounds.