**Vacancy for a Debt Caseworker - Job ref 770719A**

**Vacancy for a Trainee Debt Caseworker - Job ref 770819B**

Be part of a service that makes an impact. North Tyneside Citizens Advice are recruiting for a Generalist Service Outreach Adviser. We are a respected independent charity which makes a difference to people’s lives. North Tyneside Citizens Advice offers a high-quality multi-channel advice service to our clients which includes face to face, telephone and webchat. The role will predominantly involve working at several outreach locations across North Tyneside to provide a valuable service to residents across the borough.  
  
**Benefits**

* Salary of £21,948.13 per annum, pro rata – **Job ref 770719A**
* Salary of £18,821 per annum, pro rata – **Job ref 770819B**
* Work place pension scheme
* 24 days paid holiday per year, plus bank holidays, pro rata
* Gives skills through full training
* Work that makes a positive impact
* Positive working environment

**Career development**

The successful candidate will gain the skills, experience and knowledge which may lead to career development in our other roles within North Tyneside Citizens Advice.

**Day to Day**

* Delivering a high-quality debt advice service to clients
* Assessing and effectively diagnosing client’s money advice and debt needs
* Maintaining a high level of case recording
* Maintain standards of service delivery and ensure that all advice work meets the appropriate standard required by the Citizens Advice Quality of Advice Audit and the Financial Conduct Authority (FCA)
* Assisting clients with income maximisation including advice on entitlement to welfare benefits
* Proactively managing a varied workload, ensuring deadline are met.

**Requirements**

* strong communication skills
* be a team player
* customer service experience
* attention to detail
* good IT skills
* experience of working to deadlines in a fast-paced environment
* Complete the Citizens Adviser Learning Programme

Full technical training will be provided so it is not necessary to have a Citizens Advice or advice worker background. You will need a good working knowledge of MS Outlook, Word and Excel, strong customer service skills are essential.

To apply download an application form from our website <https://www.ntcab.org.uk/category/jobs/>

Send competed application to [chair@ntcab.org.uk](mailto: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: 24 July 2019 5.00pm Interviews: Week commencing 29th July 2019**