

NORTH TYNESIDE CITIZENS ADVICE Job Description

Trainee Adviser (Debt)

Responsible to The Service Operations Manager

Salary £18,821 per annum

Hours 37 per week

Purpose of the Post

To provide a high-quality advice service to clients – by a multi-channel delivery (face to face, telephone and electronic communications). **This is a development role and the post holder will be required to complete the relevant accredited debt advice training during your probation period of 6 months.**

Key Areas of Responsibility

1. To provide a high - quality Social Welfare (debt, benefits and housing) advice service to our clients.
2. To maintain a high standard of case recording and all other necessary records as detailed in the Office Manual.
3. 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)
4. To be responsible for achieving the targets set for this post
5. Act for clients where necessary, including drafting letters, budgets, financial statements and negotiating with third parties
6. To assist clients with income maximisation including advice on entitlement to welfare benefits
7. To assist clients with other related problems where they are an integral part of the case and refer to other advisers or specialist agencies as appropriate
8. Proactively manage a varied workload, ensuring deadline are met, including taking ownership for monitoring own workload e.g. proactively reviewing progress on current cases and recording outcomes of completed cases.
9. Read relevant publication and electronic updates to maintain own knowledge keep up to date with legislation, case law, policies and procedures relating to debt and Money Advice.

10. To work and travel throughout North Tyneside.
11. To work flexibly within a team environment, respond positively to change and attend staff/team meeting as appropriate
12. To work within the Aims, Principles and Policies of the CAB service.
13. To contribute to the Social Policy work of the Citizens Advice North Tyneside
14. To carry out the relevant administrative tasks necessary to progress your cases.

Other Duties and Responsibilities

The Trainee Debt Adviser will be required to assist in the following duties:

1. The development of links with outside bodies (statutory, voluntary, and private sector)
2. The preparation of the Annual Report
3. Identifying opportunities for the Service's development and undertaking forward planning so the Service can respond to local needs.
4. To abide by health and Safety guidelines and share the responsibility for their own safety and that of colleagues
5. To carry out some admin tasks
6. Any other reasonable duties required ensuring the smooth running of Citizens Advice North Tyneside.

Performance Standards

Performance standards will be continually assessed by the Money Advice Supervisor. You are responsible for meeting the performance standards set for this role. Any under performance will be addressed and if appropriate, remedial support will be provided. If the required standard is still not achieved and failure to deliver continues, disciplinary action will be taken.

Working conditions

1. The post-holder will report directly to the Money Advice Supervisor
2. Work within a multi-site environment.
3. Operate within an Equal Opportunities Policy.

Training

You will be required to commit to and complete the Money and Pension Service Accreditation training required for the post during your probation period.

PERSON SPECIFICATION

Trainee Debt Adviser within the Social Welfare Advice Team

ESSENTIAL

1. To undertake and successfully complete the Citizen's Advice Adviser Learning Programme and complete the debt accreditation programme.
2. Proven customer service skills over the telephone and face to face
3. An ability to meet deadlines, work under pressure, meet performance targets and take responsibility for their work.
4. Ability to work proactively on their own initiative and be proactive in identifying and resolving problems and tasks.
5. A flexible 'can do' disposition, able to adjust to an environment of constant change.
6. An ability to work cooperatively to achieve team targets.
7. A commitment to the Aims and Principles of the Citizens Advice.
8. Knowledge and experience of IT systems, software and processes, particularly within an advice setting.
9. Good numeracy skills with ability to carry out calculations
10. An ability to analyse and interpret complex information and the ability to explain it to clients effectively both verbally and in writing.
11. A good, up to date understanding of equality and diversity and its application to the provision of advice

DESIRABLE

12. At least one years' experience in advice work as a paid worker.
13. A driving licence and access to a car.
14. The ability to identify Social Policy issues arising from advice work and an ability to analyse and report on those issues.