

NORTH TYNESIDE CITIZENS ADVICE

Job Description

Debt Support Officer

Responsible to:	Operations Manager
Salary:	£19,335.15 + pension contribution
Hours:	37 per week

Role Purpose: Debt support officers work alongside debt caseworkers to carry out a range of activities that prepare the client to receive debt advice - such as supporting them to complete a budget in advance of an appointment and gathering all their paperwork - and progress their case after they've received advice.

Debt support officers also provide general administrative support such as dealing with incoming and outgoing post, managing SMS, e-signatures, and electronic document upload requests, making referrals, ensuring records are updated in line with policy, liaising with clients and third parties.

Key elements/Tasks

- Be point of contact for clients across relevant channels as required
- Prepare clients for a debt advice session by contacting them in advance of their appointment outlining the expectations
- Helping clients gather information and complete their budget in advance of the appointment
- Collect information from creditors and utility companies to support the work of the adviser
- Processing information received from the client to contribute to the progress of their case
- Contact third parties to update them on the client's situation or obtain information
- Contact the client post closure of their case to check on progress

Management Information

- Set up and maintain casework and other admin systems as required
- Maintain client records to require standards on the organisation's management information system.

Training

- Attend training and team meetings where required
- To identify and develop your own learning opportunities

Administration, Other duties, and responsibilities

- Process inbound and outbound referrals to the service
- Facilitate the booking of appointments to other debt advice partners
- Sending appointment reminders, e-signature requests and SMS
- Obtain credit reports and information required for breathing space applications

- Ensuring case file has all required information before case closure
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
- Any other relevant administrative and support duties required to ensure the smooth running of the NTCA.
- Ensure that work undertaken reflects and supports the Citizens Advice service's equality and diversity strategy.
- To work positively with Partner organisations.

Customer Service

- Handle contacts from clients within agreed timescales
- Support clients in a professional manner and with sensitivity and confidentiality to their situation.

NORTH TYNESIDE CITIZENS ADVICE Person Specification

1. Customer service skills or experience of working with people.
2. Ability to provide administrative support and tasks effectively and to maintain office systems
3. Able to maintain boundaries and keep confidentiality
4. Ability to commit to and work within the aims, principles, and policies of the Citizens Advice service
5. Ensure that work undertaken reflects and supports the services Equality and Diversity Strategy
6. Ability to plan and organise own work to meet deadlines under pressure and monitor and maintain own standards
7. Ability to work on own initiative and contribute to the efficient working of the team in delivering against project delivery requirements.
8. Able to work constructively as part of a team
9. Able to communicate effectively with clients with good verbal communication skills, including the ability to deal appropriately with a range of people by telephone and face to face.
10. Ability to write clearly and accurately, including drafting routine correspondence,
11. Good computer skills with an ability to use IT packages, including our internal case management system, Outlook 365 (word, excel & power point) and SharePoint. Develop and maintain IT proficiency to support your work requirements.
12. Ability to research, analyse and interpret information.
13. Willingness to undertake Citizen's Advice, Adviser Learning Programme with a commitment to undertake relevant assessment, necessary for continuing professional and technical development relevant for the role