

Vacancy for Debt Support Officer (Admin)

Join our existing Admin Team as a Debt Support Officer and be part of a well-respected independent charity which makes a difference to people's lives and has a positive impact on our local community. Debt support officers work alongside debt caseworkers to carry out a range of activities that prepare the client to receive debt advice.

Benefits

- Salary of £19,335.15 per annum, pro rata
- Work place pension scheme
- 24 days paid holiday per year, plus bank holidays, pro rata
- Paid Birthday Day off after 12 months service
- Career development opportunities within the service
- 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 Social Welfare Advice Team.
- Processing high volume of incoming emails and incoming and outgoing post
- Send appointment reminders, e-signature requests and SMS
- Be the point of contact for clients across 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.
- Completion of the Adviser Learning Programme
- Contact the client post closure of their case to check progress

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

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.

To apply send for an application pack 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: 25th August 2022

Interviews: 2nd September 2022