

NORTH TYNESIDE CITIZENS ADVICE

Job Description

Debt Support Officer

Responsible to Head of Operations

Salary £23,488.00 per annum

Hours 37 per week

Role Purpose

- To provide Administrative and Adviser support to the Money Advisers working within the Social Welfare Team.

Admin/Advice Support

- Providing general administrative support to our Money Advisers in 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 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.
 - Assist with Service initiatives for the improvement of services.
 - Keep up to date with policies and procedures relevant to North Tyneside Citizens Advice work and undertake appropriate training.
 - Any other administrative duties as necessary for the smooth and efficient running of the office.
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- **Other duties and responsibilities**
 - 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.

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Person Specification

Debt Support Officer

1. Customer service skills or experience of working with people
2. Ability to provide administrative support effectively to our Money Advisers and to maintain office systems
3. Willingness to undertake Citizen's Advice, Adviser Learning Programme
4. Ability to commit to and work within the aims, principles and policies of the Citizens Advice service
5. A good, up to date understanding of equality and diversity and its application to the provision of advice
6. Ability to monitor and maintain own standards
7. Ability to plan and organise own work to meet deadlines under pressure
8. Ability to work on own initiative and as part of a team
9. 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 IT skills, including our internal case management system, Outlook 365 (word, excel & power point) and SharePoint, and the ability to use email.
12. Ability to research, analyse and interpret information.
13. Numeracy skills and the ability to work within established financial systems
14. Well organised and have attention to detail
15. Experience of working to deadlines in a fast-paced environment
16. A commitment to undertake relevant assessment, necessary for continuing professional and technical development relevant for the role