

North Tyneside Citizens Advice

Experienced Debt Caseworker to join our Social Welfare Team

Salary per annum £30,237.90

Do you enjoy helping people? Do you want to be part of a service that makes an impact on people's lives? We are a respected independent charity that supports thousands of clients every year. We are a busy, client focused office with a track record of delivering high quality advice. We are looking to recruit motivated and enthusiastic **experienced Debt caseworker** to join our well-established SWAT team that provides an England-wide telephone and digital debt advice service to clients struggling with debts. The service is free to clients offering advice and casework support.

Career development role – Trainee Debt Caseworker Salary: £27,302.26 (Trainee), we would also consider trainee role for the right candidate, you should have at least 12 months experience in a customer service environment. This is an excellent chance to train to become a Debt Caseworker, you will receive comprehensive training to develop a career in the advice sector, you will commit to undertake the Citizens Advice Adviser Learning Programme and Money Advice accredited debt learning programme, gaining the skills, experience, and knowledge to progress into a specialist casework role after achieving required competences and accreditation within 6-12 months.

Benefits

- Workplace pension scheme
- Up to 29 days paid holiday per year, dependant on length of service plus bank holidays.
- Paid birthday leave after one years' service.
- Employer Assistance Programme, offering 24/7 support
- Gives skills through full training.
- Work that makes a positive impact
- Friendly supportive working environment

Day to Day

- Take calls from clients over the telephone to explore their debt situation.
- Assess and effectively diagnosing client's debt, housing, and benefit issues.
- Provide advice to clients, enabling client to make informed decisions.
- Assessing clients on entitlement to welfare benefits using Quick Benefit Check (QBC).
- Giving clients budgeting and income maximisation advice.
- Provide full casework to a client where necessary, identifying the debt issue through to resolution.
- Maintaining a high level of case recording using Citizens Advice case management system.
- Maintain standards of service delivery and ensure that all advice work meets the appropriate standard required by external auditors Money Advice & Pension Service, Citizens Advice Quality of Advice Audit, and the Financial Conduct Authority (FCA)

- Proactively managing a varied caseload, ensuring deadlines are met.

Requirements

- A commitment and understanding of the services aim, principles, and equal opportunities policies.
- Strong communication skills
- An ability to understand and deal with complex information is essential
- Ability to work independently without close supervision and collaboratively as part of a team.
- At least 12 months experience of delivering excellent Customer service ideally over the telephone.
- A high level of accuracy and attention to detail.
- Exhibit excellent listening and questioning skills.
- Good IT skills
- Experience of working to deadlines in a fast-paced environment

North Tyneside Citizens Advice are an equal opportunities employer and are committed to promoting a diverse and inclusive workforce. Applications are welcomed and encouraged from all individuals who believe they fit the essential requirements of the job by reference to the person specification and job description.

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

Send completed application to chair@ntcab.org.uk Please note we do not accept CVs.

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.

Hours: 37 hours Monday to Friday between 9am and 8pm on a rota basis

Location: North Shields office

Closing date: 27th February 2026

**Infrequent evening working on a rota-basis will be required.*