

Debt Support Officer – Social Welfare Team

Do you enjoy helping people? North Tyneside Citizens advice is a charity that provides free independent, confidential, and impartial advice. We have an exciting opportunity for you to join and support our Money Advice services team in our busy and friendly office in North Shields. This is a full-time position working up to 37 hours Monday to Friday.

You'll be supporting our Money Advice caseworkers who deliver debt advice to clients struggling with their debts via telephone and webchat on our National Debt Advice, Consumer Energy Debt Advice and DRO (Debt Relief Order) projects.

Benefits

- Salary of £24,454.04 per annum
- Workplace pension scheme
- Generous leave entitlement starting at 24 days per year (in additional to bank holidays) and rising to 29 days with long service
- Paid Birthday Day off after 12 months service
- Employer Assistance programme with Health Assured offering 24/7 support and legal services.
- Career development opportunities within the service with the opportunity to work towards full accreditation to deliver debt advice.
- Develop 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 Money Advisers in Social Welfare Advice Team.
- Be the initial point of contact for clients across all relevant channels
- Manage calls from clients, third parties, other local Citizens Advice staff and partner agencies.
- Processing information received from the client to contribute to the progress of their case.
- Inputting and maintaining client data into our internal case management systems
- Use the debt assessment tool to help gather information, including completing a budget, from clients in preparations of their appointment.
- Send appointment reminders, e-signature requests and SMS to clients.
- Collect information from creditors, local authority, and utility companies to support the work of the adviser.
- Completion of the Adviser Learning Programme and Money Advice accreditation programme.

Requirements

- Customer service skills or experience of working with people in the last 12 months.
- Excellent IT Skills, experience of Outlook 365 and SharePoint.
- Able to work constructively as part of a team
- Able to communicate effectively with clients
- Able to maintain boundaries and keep confidentiality
- Able to undertake administrative tasks effectively
- Willing to learn and attend training and supervision.
- Well organised and have an attention to detail
- Experience of working to deadlines in a fast-paced environment

Essential

You will need a good working knowledge of Outlook 365, Word and Excel, proven strong customer service skills are essential.

Interested in applying?

To apply download the application forms from our website <https://www.ntcab.org.uk/category/jobs/>
Send the completed application to HR@ntcab.org.uk Please note we do not accept CVs.

Please note Hybrid working is not available for this role.

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.

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.

Closing Date: 29th May @ 5pm.

Interviews will be held 10th & 11th June 2026.