

North Tyneside Citizens Advice

Experienced & Trainee Telephone Debt Caseworker

Salary per annum £30,237.90 (pay award pending)

Location: North Shields office

Hours: 37 hours Monday to Thursday between 9am and 5pm Friday 9am to 4.30pm *.

***Infrequent evening working on a rota-basis may be required until 8pm.**

Do you enjoy helping people and making a real difference to people's lives? We are looking for a compassionate, motivated and enthusiastic Trainee Debt Caseworker to join our Consumer Energy Debt Advice (CEDA) Service, you'll deliver high-quality remote advice, helping clients understand their options, manage energy arrears and build long-term financial stability. Through personalised budgeting support and access to wider financial solutions, you'll empower people to take control of their finances and achieve a more secure future. This is a rewarding opportunity to help people experiencing energy-related debt by providing expert advice, practical support and tailored solutions that improve financial wellbeing and prevent further hardship.

Trainee Debt Caseworker - £27,302.26 per annum (Trainee). You should have at least 12 months' experience in a customer service environment and a genuine interest in helping vulnerable people through advice work. This is a supportive opportunity to train as a Debt Caseworker, with comprehensive training provided. You will build the skills, confidence and knowledge needed to progress into a specialist telephone casework role after achieving the required debt quality competences and accreditation.

Experienced Debt Caseworker - £30,237.90 per annum. We are also looking for an accredited Debt Caseworker who is passionate about supporting people to understand their options and move towards practical, sustainable solutions. You will join our well-established Social Welfare Advice Team and provide debt telephone advice and casework to clients in North Tyneside.

What we offer

- Workplace pension scheme
- Up to 29 days paid holiday per year, dependent on length of service plus bank holidays.
- Paid birthday leave after one year's service.
- Health and Wellbeing support – Access to an Employee Assistance Programme, offering 24/7 support.
- Full training provided to develop your skills.
- Hybrid working after 12 months' service: two days working from home and three days in the office.
- A friendly, supportive working environment where your contribution is valued.

What you'll do day to day

- Take inbound calls with clients to understand their circumstances and explore their debt situation.
- Complete outbound referrals so clients can access the right support at the right time.
- Assess and diagnose clients' debt, housing and benefit issues clearly and accurately.
- Provide advice that enables clients to make informed decisions and take positive next steps.
- Assess clients on entitlement to welfare benefits using Quick Benefit Check (QBC). Offer practical budgeting and income maximisation advice.
- Provide full casework where needed, supporting clients from identifying the issue through to resolution.
- Maintain clear and accurate case records using the Citizens Advice case management system.
- Maintain quality 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)
- Manage a varied caseload proactively, keeping clients informed and meeting deadlines.

Requirements

- At least 12 months' experience of delivering excellent customer service, or equivalent, ideally by telephone
- A commitment to the aims, principles and equal opportunities policies of Citizens Advice.
- Strong communication skills and a supportive, client-focused approach.
- Excellent written communication skills drafting clear, tailored casenotes, emails and advice letters to clients.
- The ability to understand, explain and work with complex information.
- Confidence working independently and collaboratively as part of a supportive team.
- A high level of accuracy and attention to detail with case recording.
- Excellent listening and questioning skills, with the ability to put clients at ease.
- Excellent IT skills with experience of using Outlook 365, TEAMS and SharePoint.
- Experience of working to deadlines in a fast-paced environment

North Tyneside Citizens Advice is committed to building a diverse and inclusive workforce. We warmly welcome applications from individuals who believe they meet the essential requirements of the role, as outlined in the person specification and job description. Applicants must have the right to work in the UK. Proof of eligibility will be required before employment begins.

To apply, please download an application form from our website <https://www.ntcab.org.uk/vacancies/> Please send your completed application to HR@ntcab.org.uk. Please note that 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.

Closing date: 10th September 2026. Interview dates to be confirmed.
Previous applicants need not apply.