

**Debt Advice Assistant**

Job pack

Thank you for your interest in working at Citizens Advice Swindon. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you’ll find:

* How Citizens Advice Swindon works
* The role profile and personal specification
* Terms and conditions
* What we give our staff

**Want to chat about this role?**

If you want to chat about the role further, you can contact us by emailing amanda.kent@caswindon.org.uk and we will organise a time to answer your queries.

**Closing date for applications: 15th October 2024**

**Interview dates: 22nd October 2024**

As a member of the Citizens Advice service, Citizens Advice Swindon (CAS) provides free, confidential, independent and impartial advice and information to everyone on their rights and responsibilities. Whoever they are, whatever the problem. We value diversity, promote equality and challenge discrimination.

**Our values**

**We’re inventive** - We’re not afraid of trying new things and learning by getting things wrong. We question every idea to make it better and we change when things aren’t working.

**We’re generous** - We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

**We’re responsible** - We do what we say we’ll do and keep our promises. We remember that we work for a charity and use our resources effectively.

**3 things you should know about us**

**We’re local**

We have offices in Swindon and deliver outreach sessions for clients across the borough. Last year, we supported over 8,500 clients with more than 27,000 issues, including Welfare Benefits, Money Advice, Energy, Housing and Immigration.

**We’re here for everyone**

Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won’t turn people away.

**We’re listened to - and we make a difference**

Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

No one else sees so many people with so many different kinds of problems, and that gives us a unique insight into the challenges people are facing today.

**What’s it like at Citizens Advice Swindon?**

We operate a multi-channel service offering advice over the phone, by email and face to face. Based in Sanford House in Swindon; a voluntary sector hub that includes Livewell Swindon, Swindon Mind, Swindon Carers Centre, Healthwatch Swindon, Swindon Advocacy Movement, Wiltshire Law Centre and more.

Our current staff team is made up of 30 paid staff and over 50 volunteers.

We work in a blended way with a mix of home and office working depending on the requirements of the role. We care about our employees' mental wellbeing and want to ensure everyone can achieve a healthy, happy work-life balance. We are committed to developing our staff and we work with our staff to support them with their personal and career development.

We have a commitment to a culture of learning and working together to problem solve and share learning experiences.

We value diversity, promote equality and challenge discrimination wherever we find it, and through our research and campaign work, we speak up on the issues that affect people’s lives.

You will be joining a dedicated, and talented team of people who are deeply passionate about helping individuals and communities, and delivering services which improve people’s lives.

  **The role**

| **Role** | Debt Advice Assistant |
| --- | --- |
| **Salary** | £23,088 - £24,100 pro rata (depending on experience) |
| **Hours** | 30 hours per week |
| **Location** | Swindon |
| **Reporting to** | Debt Team Manager |

The role involves supporting our busy debt team and working one-to-one with debt clients to get them “advice ready”, booking appointments and carrying out administrative tasks to support our debt team. Full training will be provided.

**Key Work Areas and Tasks**

**Debt Case Administration**

Working with the debt team, you will:

* Open new client cases and ensure all preliminary checks are completed and accurately recorded in CA Swindon’s case management system.
* Provide administrative support to caseworkers by booking appointments directly with clients, sending client letters and emails, applying for grants, contacting creditors and completing other tasks as required**.**
* Assist in gathering information from our clients and support clients to be “advice ready” (e.g. gathering evidence from bank statements, credit reports and correspondence).
* Help clients with basic income maximisation (e.g. completing benefit checks and completing applications for grants or financial support)
* Manage enquiries from multiple channels from clients and other stakeholders
* Undertake administrative tasks and functions as required including accurate data entry, photocopying, printing, managing incoming/outgoing telephone enquiries, monitoring central emails appropriately

**Research and Campaigns**

* Monitor advice enquiries, contributing to research and campaign projects locally, and across the Citizens Advice network

**Professional development**

* Undertake role appropriate training as agreed with line manager
* Attend relevant internal and external meetings as agreed with the line manager.
* Attend supervision sessions with your line manager at agreed periodic intervals.

**General**

* Carry out any other tasks that may be within the scope of the post to ensure the effective delivery of the service.
* Take responsibility to monitor own workload and wellbeing, ensuring workload is sustainable and raising issues with line manager where needed.
* Demonstrate commitment to the aims and policies of the Citizens Advice service, including equal opportunities policies.
* Keep up to date with policies and procedures relevant to advice and casework.
* Abide by health and safety guidelines and share responsibility for your own safety and that of colleagues.

**Person specification**

1. Excellent administrative and organisational skills with the ability to prioritise tasks and work to deadlines using own initiative
2. Demonstrably excellent IT skills, in particular, spreadsheets and ability to learn and use bespoke software and CRM systems
3. The ability to communicate effectively, both orally and in writing with a range of people
4. The ability to work effectively and collaboratively as part of a busy team and work without close supervision
5. Be passionate about helping vulnerable people understand and exercise their rights and responsibilities
6. Ability to work in a sensitive, enabling and non-judgemental way with people from a wide range of backgrounds
7. Ability to maintain confidentiality and appropriate professional boundaries
8. Demonstrate a good understanding of the types of issues affecting our clients at the moment
9. An ability to demonstrate a high level of commitment to training, identify own training needs and participate in continued personal development opportunities
10. Understanding of and commitment to the aims and principles of the Citizens Advice service.

**Desirable**

1. Proficient in the use of Google applications such as Google Drive, Sheets and Docs
2. Experience of supporting a busy team who work remotely for the majority of their week
3. Experience of working in a Social Welfare Law setting

In accordance with Citizens Advice national policy, the successful candidate may be screened by the DBS. However, a criminal record will not necessarily be a bar to your being able to take up the job.

  **Terms and conditions**

Salary: £23,088 - £24,100 pro rata (depending on experience)

Hours: 30 hours per week

Contract: Initially fixed term to 31st March 2026

(extension subject to funding)

Location: Working from office and home

**  What we give our staff**

* 25 days paid holiday per year plus Bank Holidays pro rata, and a discretionary 3 additional days between Christmas and New Year
* 5% employers contribution to workplace pension scheme with 3% employees contribution
* A commitment to Continued Professional Development Access to Citizens Advice national training programme
* Opportunity to work as part of a national network of Citizens Advice offices
* Employee Assistance Programme including 24hr helpline support and legal advice
* Mental Health and Wellbeing Support from Togetherall
* Perks and savings via our partnership with Telus Health, these include savings on cinema tickets, giftcards and cashback on some purchases