



Money Advice Specialist

Job pack

Thanks for your interest in working at Citizens Advice Dacorum. 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:

- Our values
- 3 things you should know about us
- Overview of Citizens Advice and Citizens Advice Dacorum
- The role profile and personal specification
- Terms and conditions
- What we give our staff



Our values

We're inventive. We're not afraid of trying new things and learn 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

1. We're local and we're national. We have 6 national offices and offer direct support to people in around 300 independent local Citizens Advice services across England and Wales.

2. 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.

3. 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.

How Citizens Advice Dacorum works

Citizens Advice Dacorum is an independent charity supporting people who live and/or work in Dacorum. Our staff & volunteer team operate a telephone, webchat and face to face service in the Voluntary Sector of The Forum and also at our smaller location in the Civic Centre in Berkhamsted.

Our vision is that Dacorum is a borough where everyone can easily access the advice they need to move forward. We use our experience of advice work and the data we collect to influence policies and practices that affect the lives of people in Dacorum.

- We ensure our services are independent, confidential and impartial.
- We aim to serve everyone who lives or works in Dacorum by ensuring all services continue to be free to users.
- We embrace diversity and seek to challenge discrimination in all aspects of what we do.

We promote equality and challenge discrimination, and strive to be an Equal Opportunities employer. We encourage and welcome applications from people of all backgrounds. We are a Disability Confident Committed Employer and our offices at The Forum are fully accessible.

We will retain and use the information you provide only for this recruitment process. It is necessary that we hold this information to operate a fair and equitable procedure. We will keep this securely and destroy it after six months unless you have been appointed to a role in which case it will form part of your employment record.

Overview of Citizens Advice

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.

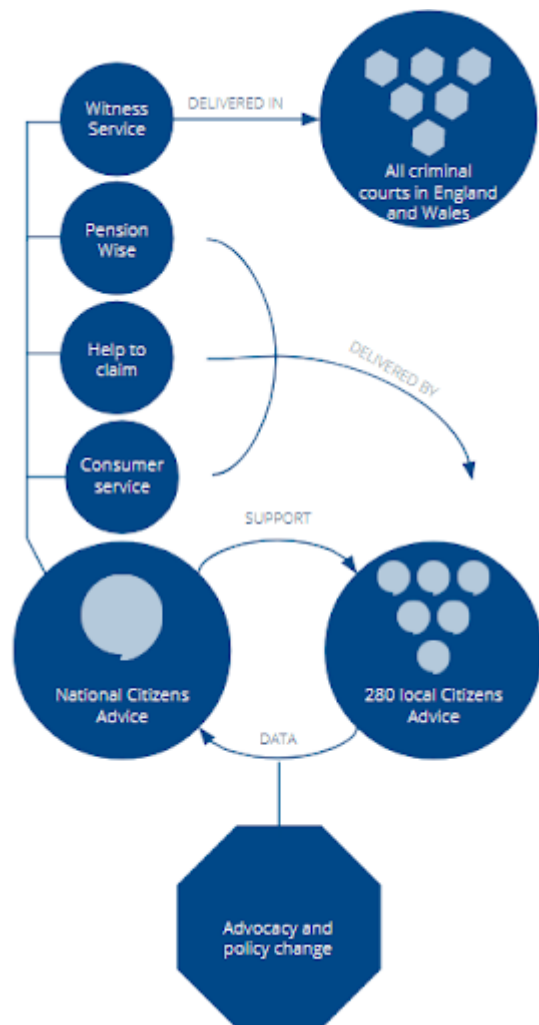
This role sits in our network of independent charities, delivering services from

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

They do this with:

- 6,500 local staff
- over 23,000 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live.





The role

We are looking to recruit an experienced and competent qualified Money Advice Specialist to provide debt advice directly to clients, to provide support to our volunteer debt team and to develop our debt service.

We are looking for a Money Advice Specialist to join our team who will have a minimum of 2 years' experience providing money advice casework, including dealing with multiple debt, housing issues and income maximisation, preferably within a debt advice agency, and with a valid Money Advice Service accredited qualification in debt advice.

Service delivery via telephone, digital, email and face to face channels. Successful applicants will be expected to have working knowledge and compliance within the remit of providing Debt Advice and Money Advice Services, to provide technical support to the money advice team of volunteers and to assist clients with complex debt problems and advise on income maximisation.

Due to Covid-19, you may initially be working from home but with a view to returning to an office-based role. All equipment and support for home working will be provided. Qualified Insolvency Practitioner desirable, or willing to train.

The responsibilities of this role include:

- Assist in providing and developing a high quality money advice service
- Undertake specialist level money advice casework
- Lead in ensuring financial capability is integrated into the debt advice process
- Provide technical support and development of Volunteers, Trainees & Advisers
- Working closely with the Advice Service Manager and supervisor team, you will supervise and support a small debt team, helping to manage and monitor targets and implement new and innovative ways of working.
- This is an ideal opportunity for someone who has extensive knowledge and experience of debt advice and is looking for the opportunity to further develop their skills.



Role profile

Casework

- Provide casework covering the full range of debt Prepare and present cases to the appropriate statutory bodies, tribunals and courts as appropriate and negotiate with third parties as appropriate.
- Assist clients where necessary by calculating, negotiating, drafting Financial Statements, or writing offer letters and telephoning creditors.
- Refer or signpost clients to other advisers or specialist agencies as appropriate.
- Maintain case records for the purposes of continuity of casework, information retrieval, statistical monitoring and report preparation.
- Ensure that all casework conforms to the organisations Office Manual and the Advice Quality, FCA and MAS standards.

Research & Campaigns

- Assist with research and campaigns work by providing information about clients' circumstances via Evidence Forms.
- Provide statistical information on the number of clients and nature of cases and provide regular reports to management.

Professional Development

- Keep up to date with debt legislation, case law, policies and procedures and undertaking appropriate training.
- Attend relevant internal and external meetings as agreed with the line manager.
- Prepare to attend supervision session and team meetings as appropriate.

Administration

- Use IT for statistical recording, record keeping and document production.
- Attend internal and external meetings as agreed with the manager.
- Maintain a library of reference material and case law.
- Liaise with statutory and non-statutory and present the service on outside bodies as appropriate.
- Undertake Independent File Reviews and support Peer Reviews



Person specification

Essential Criteria

- Experience of providing support to colleagues to aid their development
- Significant recent experience as a Money Advice Specialist in a target driven environment
- Hold an accredited qualification in debt advice
- Effective communication skills (oral & writing) with particular emphasis on negotiating, representing and preparing reviews, reports and correspondence.
- Fully understand the issues involved in interviewing clients and demonstrate an understanding of social trends and their implications for clients and the service.
- Have an ordered approach to casework and an ability and willingness to follow and develop agreed procedures. Utilising IT in the provision of advice and the preparation of reports and submissions.
- Understanding of and commitment to the aims and principles of the organisations service and its equality and diversity policies.

Desirable Criteria

Debt Relief Order approved intermediary or willing to qualify

In accordance with Citizens Advice national policy we may ask the successful candidate to be screened by the DBS.



Terms and conditions

Salary SCP24 - £28,672 & £898 London Weighting

Hours: Full-time permanent position, 37.5 hours per week usually based at The Forum, Hemel Hempstead, Berkhamsted Civic Centre or remote working from home. *Part-time Job share considered.*



What we give our staff

Contractual Sick Pay- Nest Contributions of 5%. Our team at Citizens Advice Dacorum benefit from membership of LifeWorks; an employee assistance programme (EAP) and innovative well-being resource tool, available any time, 24/7. It offers counselling, practical information, and digital content to support your mental, physical, social and financial wellbeing.

Training is available on an ongoing basis to develop your skills. We are proud of our knowledge share culture and the mutual support in the team.

To apply: Send your completed application form to recruitment@dacorum.cabnet.org.uk or post to Citizens Advice Dacorum, The Voluntary Sector, The Forum, Marlowes, Hemel Hempstead HP1 1DN

CVs are not accepted

Closing date for completed applications: 12 noon, Friday 22nd January 2021

Interview Date: Thursday 28th January 2021