

The Role

Provide casework covering the full range of debt work, including financial capability advice.

Act for the client where necessary by calculating, negotiating, and acting on debts, including offering advice on remedies such as challenging debts, debt relief orders, and bankruptcy, informal debt management plans.

Clarify with the client their priority and non-priority debts, and assist the client to budget and negotiate realistic repayment plans with creditors

Providing support to clients with a clear plan of action to enable them to act for themselves and to advocate for those who need practical assistance to progress their case.

Producing detailed case records on our CRM for the purpose of continuity of casework, statistical monitoring and report preparation.

Providing dedicated support to specific teams and projects within the organisation, as required.

You will be able to give advice across channels including face-to-face, telephone, email and web chat.

Person Specification

- Ability to work on own initiative and willingness to improve the service by working
- closely with supervisor.
- Understanding of the issues affecting society and their implications for clients and service provision.
- Proven understanding of equality and diversity and its application to the provision of advice.
- Ability to give and receive feedback objectively and sensitively and willingness to challenge constructively.
- Ability to use sensitive listening and questioning skills to get to the root of the issues and empower clients, whilst maintaining structure and control of meetings with them.
- Proven ability to research, analyse and interpret complex information, produce and present clear reports verbally and in writing.
- Ability to understand statistics and check accuracy of calculations.
- Ability to monitor and maintain own standards, and manage time effectively for the purpose of advice assessment.
- Ability to work within guidelines, protocols and procedures, and a commitment to continuing professional development, including a willingness to learn and develop knowledge and skills in main enquiry areas.

- Takes ownership of delivering high quality work that adheres to QAA standards and to work with the supervisor to rectify any fall in targets or quality performance.
- Understanding of and commitment to the aims and principles of the Citizens Advice service and its equality and diversity policies.
- Ability to drive and/or willingness to work across all sites.
- A willingness to work evenings and weekends as required.
- Adhere to the organisation's CORE values.

Want to chat about this role?

If you want to chat about the role further, you can contact Elena Gibbons on 07963325129

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

Probation Period

6 months – with possible extension if performance review is required.

Benefits

25 days annual leave plus bank holidays pro rata.

Up to 5% pension contribution.

In line with government and health regulation and changes, we regularly update our COVID-19 safety measures within the offices, for our services, and for enabling staff to work from home.

Positive Employment

A criminal record will not necessarily be a bar to you being able to take up the job.

We welcome applications from people with disabilities.

Our CORE values

Communicate: We will be consistent, positive, passionate, and listen.

Ownership: We will be accountable, make a difference, meet deadlines, keep promises and have solutions.

Respect: We will be honest, work with integrity, trust each other, be fair, tolerant and stand for equality.

Effective: We will deliver quality, focus on detail and be professional.

Overview of Citizens Advice Mid Mercia

Citizens Advice Mid Mercia is an independent member of the Citizens Advice network, which is made up of the national charity and a network of local Citizens Advice members.

Citizens Advice Mid Mercia delivers free, impartial, independent and confidential advice, training, peer support and advocacy services.

Citizens Advice Mid Mercia has over 60 members of staff and many volunteers delivering services from four main offices and community venues.