

# Debt Liaison Adviser

## January 2020

### Job pack

Thank you for your interest in working at Citizens Advice Broxtowe, Ashfield and Sherwood and Newark. The successful candidates will work closely with all 3 Local Authorities ensuring their customers who are struggling financially, receive independent support and advice especially during the current pandemic.

We are looking for 2 advisers each working 28 hours each. The role can be based in any one of our offices depending on the candidates location, with some home working.

This job pack should give you everything you need to know to apply for this role and what it means to work within the Citizens Advice network.

In this pack you'll find:

- Our values
- 3 things you should know about Citizens Advice
- Information about the organisation and role
- Application process
- The role profile and person specification
- Guidance Notes

## ● 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 Citizens Advice

**1. We're local and we're national.** We have 6 national offices and offer direct support to people in over 290 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 Broxtowe works

Each Citizens Advice is a registered charity providing advice services. Citizens Advice, Ashfield, Broxtowe and Sherwood & Newark remain independent charities serving their local area but are working together to share key management roles. Running an advice charity is becoming ever more complex. By sharing management roles and some key tasks the partnership hopes to develop an executive team with the skills required to assist the Chief Executives discharge their demanding roles.

The combined services include offices in Kirkby-in-Ashfield, Eastwood, Beeston, Ollerton and Newark with outreach services across the three districts and a mobile advice unit.

In 2019/2020 the combined services handled over 55,000 enquiries on a wide range of subjects including debt, welfare benefits, housing and homelessness, family problems and employment issues. Debt and welfare benefits account for almost 70% of all enquiries.

Our service makes a real contribution to the most deprived individuals and communities and we make a real difference to people's lives.

We support local economies by maximising people's income and increasing the circulation of money in the local area by helping people claim benefits they are entitled to.

Citizens Advice works in partnership with local service providers in the voluntary and statutory sectors and provides outreach advice services within the community targeting our service towards people most likely to be socially excluded.

Our Trustee Boards are responsible for setting the strategy and budget for the organisation.

Day to day responsibility for the running of the organisations is with the Chief Executives together with a management team.

We employ specialists in the fields of money advice, housing and welfare benefits who work in the local community supported by our volunteer advisors.

This is a challenging, exciting and innovative opportunity to join successful forward thinking local Charities and to be part of a professional team of both staff and volunteers.

## How Citizens Advice works

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

The national charity includes

- 800 national staff working in one of our 6 offices or as homeworkers, or as part of the Witness Service from over 240 courts across England and Wales
- 3000 Witness Service volunteers

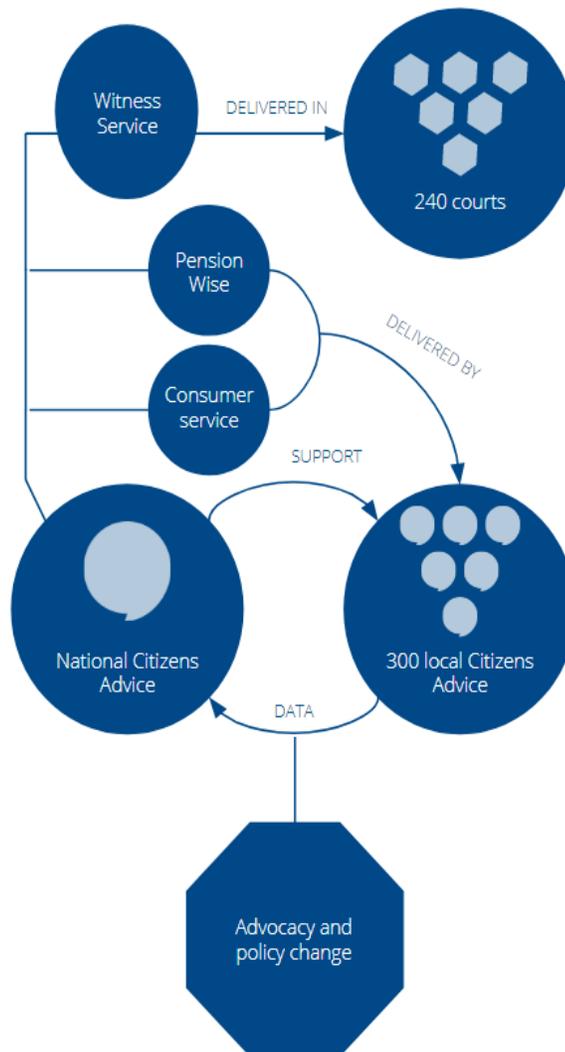
We are a network of members, all independent charities, delivering services from

- 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.



## Application Process

The closing date for completed applications is midnight on Friday 22<sup>nd</sup> January 2021.  
It is not mandatory to complete the equalities and diversity monitoring form. This information is requested for monitoring purposes only in line with the bureau's commitment to equality and diversity.

If you would like to discuss this vacancy before you apply please email Sally Bestwick (see below) to arrange a convenient date and time.

Please email your completed application to:-  
[sally.bestwick@ca-broxtowe.org.uk](mailto:sally.bestwick@ca-broxtowe.org.uk)

If you are unable to make an electronic application, please submit by post, marked **Confidential** to:-  
Sally Bestwick  
Chief Executive  
Citizens Advice Broxtowe  
The Library and Information Centre, Wellington Place  
Eastwood  
Nottinghamshire  
NG16 3GB

**Wherever possible please submit your application via email and before the closing date**

**CVs are not acceptable. No agencies.**

**If you have not heard from us 2 weeks after the closing date unfortunately your application has been unsuccessful on this occasion.**



## The Role

**Hours: 2 posts x 28 hours each**

**Salary: £19,000 pa pro rata trainee rate ( £22,626 pa pro rata once trained and meeting targets)**

## **1 year contract (may be extended depending on performance and funding)**

### **Role purpose:**

To provide an effective and efficient specialist money advice service within the aims, policies and principles of the Citizens Advice service.

The role will be based in one of our offices (Broxtowe, Ashfield, Sherwood & Newark). An element of home working during the week may be necessary. Currently most of the advice is being delivered via webchat, phone or video calls. Face to face advice will be gradually re-introduced during next year.

### **Key work areas and tasks:**

#### **Casework**

- Provide casework covering the full range of debt advice
- Act for the client where necessary, drafting letters, budgets and financial statements, carrying out any calculations as appropriate and negotiate with third parties as appropriate
- Ensure income maximization through the take up of appropriate benefits
- Assist clients with other related problems where they are an integral part of their case and refer to other advisers or specialist agencies as appropriate
- Ensure that all casework conforms to organisational audit standards and the AQS quality mark requirements.
- Maintain case records for the purpose of continuity of casework, information retrieval, statistical monitoring, and report preparation
- Provide accurate statistical information and regular reports to the bureau management team as requested
- Provide advice and assistance to other staff across the whole range of Debt Advice issues
- Carry out financial capability training with both groups and individuals as and when required by the organisation
- Taking referrals from partners and working independently but closely to support customers of the Local Authorities who are struggling with debts.

#### **Research and Campaigning**

- Assist with research and campaign work by providing information about client's circumstances, statistical information and nature of cases.
- Assist the line manager to monitor service provision to ensure it reaches the widest possible client group
- Alert other staff to local and national issues

### **Professional Development**

- Keep up to date with legislation, case law, policies and procedures relating to money advice, and attend appropriate training
- Read relevant publications
- Attend relevant internal and external meetings as agreed with the line manager
- Prepare for and attend team meetings as appropriate
- Assist in initiatives to improve services
- Attend organisational training events, AGMs and other events and meetings as requested by the management team
- Work towards attaining the Institute of Money Advice Accreditation (requirement of the role)

### **4. Administration**

- Use IT for statistical recording, record keeping and document production
- Ensure that all work conforms to the organisations administrative policies and procedures

### **5. Other duties and responsibilities**

- Uphold the aims and principles of the CAB service and it's equal opportunities policies
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues
- Maintain and develop a close liaison with relevant external agencies, and represent the service as appropriate
- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service

- You may be required to work at our other locations or partner locations so flexibility in working hours and location would be required.



## Person specification

### Essential:

1. An understanding and commitment to work within the aims and principles of the Citizens Advice service and its equal opportunities policies
2. Effective oral communication skills with particular emphasis on negotiation and representation. The ability to communicate effectively and sensitively with clients
3. Effective writing skills with the ability to draft correspondence and reports
4. Good numeracy skills with the ability to carry out efficient calculations and prepare budgets for clients
5. The ability to work to targets and deadlines to meet funder requirements.
6. An ordered approach to work and willingness to follow and develop agreed procedures
7. An understanding of the need for confidentiality and a non-judgmental approach to advice provision
8. The ability to work effectively as part of a team
9. The ability to give and receive feedback objectively and a willingness to challenge constructively
10. The ability to use IT in the provision of advice and the preparation of statistical reports and submissions and to accurately record casework.
11. Demonstrate an understanding of social trends and their implications for clients and service provision
12. A flexible approach and the ability to travel to other locations including outreach sessions. The role may also include an element of home working and a base within the 3 districts.

### **Desirable:**

1. Knowledge and experience of Debt Advice work
2. Hold the Citizens Advice Generalist Certificate.
3. Experience of making and maintaining links with outside organisations.

## **Application Form Guidance Notes**

Please complete your application and return it preferably by e-mail (as a Word document) no later than the closing date referred to in the advert. If you return your application via e-mail there is no requirement to send a hard copy in the post. You can alternatively post a copy to the address given. CVs will not be accepted as a substitute for the application form.

The application form plays a key part in our recruitment and selection process. We use the information you provide about your skills, experience, career and education history to decide whether or not to invite you for an interview. It is important that you complete the application form as fully and accurately as possible, ensuring that you give specific examples which demonstrate how you meet the essential and desirable criteria for the role for which you are applying.

### **Disability**

Please let us know if you require any adjustments to be made to the application process or would like to provide any information you wish us to take into account when we are considering your application. If you are selected for interview, we will ask you to let us know if you have any access needs or may require reasonable adjustments to the interview or assessment (if applicable) at that stage. Please be assured that we will be supportive in discussing reasonable adjustments with you at any stage of the recruitment and selection process.

### **Entitlement to work in the UK**

A job offer will be subject to confirmation that you are permitted to work in the UK in accordance with the provisions of the Asylum and Immigration Act 1996. You will be asked to provide evidence of your entitlement to work in the UK if you are successful and an offer of employment is made.

Please note that Citizens Advice Broxtowe does not hold a sponsor licence and, therefore, cannot issue certificates of sponsorship under the points-based system.

### **Diversity Monitoring**

Citizens Advice Broxtowe values diversity and promotes equality. We encourage and welcome applications from suitably skilled candidates from all backgrounds. Monitoring recruitment and selection procedures is one way of helping us to ensure that there is no unfair discrimination in the way that we recruit people. To do this we need to know about the diversity profile of people who apply

for posts at Citizens Advice Broxtowe. This information is given in confidence for monitoring purposes only and is not seen by anyone responsible for making recruitment decisions. However, if you would prefer not to answer any of the questions we ask, please leave them blank.

### **Information, experience, knowledge, skills and abilities**

This is a key section of the application form which allows you to provide evidence of your experience, knowledge, skills and abilities that are relevant to the role as described in the role profile. Selection is based on an assessment of the evidence you provide against the requirements of the role as set out in the person specification. It is important that you tailor your response to clearly demonstrate how you meet each requirement. No assumptions will be made about your achievements and abilities. Please provide one example for each requirement. You should choose examples of past experience that clearly demonstrate what we are looking for, and be precise about what you did, how you did it and the outcome or result of your actions. Please try to limit your response to each criterion to a maximum of 200 words.

A useful guide might be S.T.A.R:

Specific – give a specific example

Task – briefly describe the task/objective/problem

Action – tell us what you did

Results – describe what results were achieved

Please provide recent work examples wherever possible. However, do remember that relevant examples from other aspects of your life, for example: voluntary or unpaid work, school or college work, family or home responsibilities, can also be given.

### **Shortlisting outcomes**

Shortlisted applicants will be invited for an interview. Some positions may require additional assessments (practical task/test or assessment centre). If this is the case, further details will be provided if you are shortlisted.

### **References**

All job offers are subject to the receipt of two satisfactory references: One should be from your current or most recent employer or line manager (if you are employed through an agency), or your course tutor if you have just left full time education. The other should be someone who knows you in a work related, voluntary or academic capacity. Both referees should be able to comment on your suitability for the role. References will only be taken up for successful candidates following interview.

### **Criminal convictions**

Anyone who applies to work within Citizens Advice Broxtowe will be asked to disclose details of unspent convictions during the recruitment process.

Having a criminal record will not necessarily bar you from working for Citizens Advice Broxtowe – much will depend on the type of job you have applied for and the background and circumstances of your offence. However, we are not able to employ anyone with a conviction for a sexual offence against a child or vulnerable adult, regardless of when the offence took place. All other convictions will be considered on an individual basis.



Criminal Records Bureau Disclosures are only requested where proportionate and relevant to the post concerned. If the post for which you are applying for requires a CRB Disclosure, this will be noted in the application pack.