

## **Debt Adviser**

### **JOB DESCRIPTION**

The ideal candidate will be responsible for the delivery of debt advice. Covering the full range of debt issues facing clients and acting for the client where necessary by calculating, negotiating, drafting or writing letters and telephoning. You will need good communication, organisational, casework and file management skills and be able to work on your own initiative and as part of our small debt team. Experience in Welfare Benefits and income maximisation is essential.

### **PERSON SPECIFICATION**

The person appointed will be able to demonstrate:

1. Recent relevant debt advice experience and debt casework.
2. An ordered approach to casework and an ability and willingness to follow and develop agreed procedures.
3. An understanding of the issues involved in interviewing clients.
4. Numeracy to the level required in the tasks.
5. Willingness to undertake training relevant to the role.
6. The ability to prioritise own work, meet deadlines and manage caseloads.
7. The ability to use IT in the provision of advice and the preparation of reports and submissions.
8. The ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
9. The ability and willingness to work as a team.
10. The ability to monitor and maintain own standards.
11. An understanding of social trends and their implications for clients and service provision.
12. An understanding of and commitment to the aims and principles of the Citizens Advice service and its equality and diversity policies.