



## Money Adviser/Trainee Money Adviser

### Job pack

Thanks for your interest in working at Citizens Advice Central and East Northamptonshire. 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:

- Job Advertisement
- Our values
- 3 things you should know about us
- How Citizens Advice and Citizens Advice Central and East Northamptonshire (CENCA) works
- Overview of Citizens Advice organisations
- The role profile and person specification
- Terms and conditions
- What we give our staff



## Job Description

### **2 x Money Adviser/Trainee Money Adviser**

Hours/Base: 1 x 37 hours per week (full time) – Job share will be considered  
1 x 27 hours per week (3.5 days per week)  
Salary: £21,500 - £25,000 per annum, dependent on experience  
Contract: 12 months confirmed funding, with potential for extension.

Would you like to help people become free of debt and money worries? Why not consider joining our friendly Advice team which provides a vital advice service to clients.

The Money Adviser will provide a full range of debt advice services and casework including income maximisation, financial capability and statutory debt solutions. Whilst we are looking for an experienced Money Adviser, we would also welcome applicants who are passionate to help clients and wish to train in this area.

The ideal candidate will have excellent money advice skills, some knowledge of the current benefits system, and an up-to-date knowledge and understanding of welfare reform. We also welcome your application if you lack experience but have an interest in helping people to manage their finances and are willing to complete the Accredited Money Advice Learning Programme as a priority. Good communication skills, both written and verbal are essential, as is the ability to effectively communicate with our clients with a non-judgemental approach.

This role will be delivering Money Advice to residents across Northampton. The role will be flexible, some home working can be accommodated, however the role will require some client facing work along with telephone. Occasional attendance at team meetings will be required.

At Central and East Northamptonshire Citizens Advice, we provide free, confidential, impartial, and independent advice and information on a wide range of subjects. We value diversity, promote equality and challenge discrimination. We encourage and welcome applications from people of all backgrounds.

If you feel you have the potential and transferable skills, please apply.

Please apply via our website [www.cencab.org.uk/vacancies](http://www.cencab.org.uk/vacancies) where you can download the application form and job pack. Alternatively, you can email [recruitment@cencab.org.uk](mailto:recruitment@cencab.org.uk) to request an application form and job pack.

If you have any questions regarding the role please contact us by email at [recruitment@cencab.org.uk](mailto:recruitment@cencab.org.uk)

**Closing date: Friday 10<sup>th</sup> March 2023**

We may close this vacancy if a suitable application is received before this date.



## 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 Central and East Northamptonshire Citizens Advice works

We help and provide advice for residents of Northampton, Wellingborough, and East Northamptonshire.

We offer a multi-channel service with face-to-face and telephone to allow clients to access the support in the way that is right for them.

### We help people find a way forward

We can all face problems that seem complicated or intimidating. At Citizens Advice Central and East Northamptonshire, we believe no one should have to face these problems without good quality, independent advice.

### We give advice to thousands of people every year

When we say we're for everyone, we mean it. People rely on us because we're

independent and totally impartial.

Last year, Citizens Advice Central and East Northamptonshire identified £5.2 million in income gains for 7,775 clients. Our clients discuss Benefits, Debt, Housing, Money and Employment issues with us throughout the year and are referred to other CENCA services so that they can receive holistic advice.

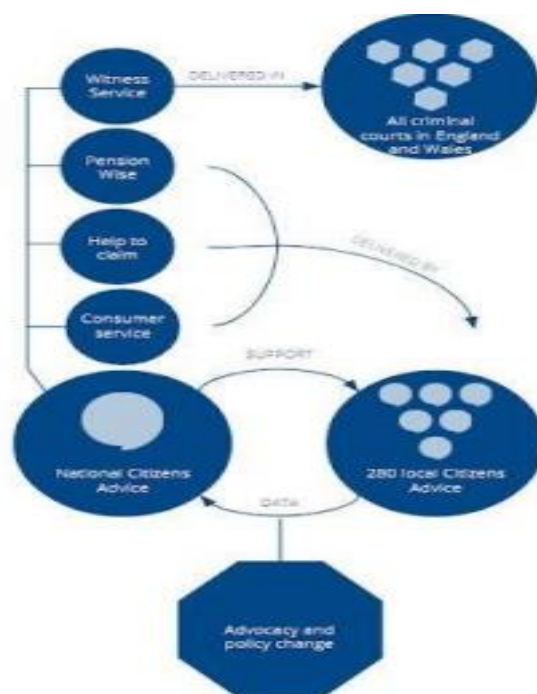
## We make a difference

### 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 venues, 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.



## Role profile

### Role specific responsibilities:-

**Reports to:** Advice Services Manager

**Purpose of the job:** To provide a money advice service to clients and to act as a money advice resource for other Citizens Advice staff and volunteers.

#### **Casework**

- Provide casework covering the full range of money advice.
- Act for the client where necessary by calculating, negotiating, drafting or writing letters and telephoning.
- Negotiate with third parties as appropriate.
- Ensure income maximisation through the take up of appropriate [specialism] benefits.
- Prepare and present cases to the appropriate statutory bodies, tribunals and courts as appropriate.
- 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.
- Provide advice and assistance to other staff and volunteers across the whole range of [specialism] issues.
- Ensure that all casework conforms to the Citizens Advice Quality and Debt Advice standards.
- Maintain case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.
- Ensure that all work conforms to the bureau's systems and procedures.

#### **Social policy**

- Assist with social policy work by providing information about clients' circumstances.
- Provide statistical information on the number of clients and nature of cases and provide regular reports to management.
- Monitor service provision to ensure that it reaches the widest possible client group.
- Alert other staff and volunteers to local and national issues.

#### **Professional development**

- Keep up to date with legislation, case law, policies and procedures relating to money advice and undertake appropriate training.
- Read relevant publications.
- Attend relevant internal and external meetings as agreed with the line manager.
- Prepare for and attend supervision sessions/team meetings/management

- team meetings as appropriate.
- Assist with Service initiatives for the improvement of services.

### **Administration**

- Review and make recommendations for improvements to services.
- Use IT for statistical recording, record keeping and document production.
- Keep up to date with policies and procedures relevant to the organisations work and undertake appropriate training.
- Attend internal and external meetings as agreed with the manager.
- Maintain close liaison with relevant external agencies.

### **Public relations**

- Liaise with statutory and non-statutory organisations and represent the Service on outside bodies as appropriate.

### **Other duties and responsibilities**

- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.
- Demonstrate commitment to the aims and policies of the Citizens Advice service.
- To support and monitor the wellbeing of staff and volunteers within the organisation and to contribute to maintaining a healthy balanced workforce.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

### **Person specification**

- Knowledge and experience of money advice and welfare benefits.
- Effective oral communication skills with particular emphasis on negotiating and representing.
- Effective writing skills with particular emphasis on negotiating, representing and preparing reviews, reports and correspondence.
- Ordered approach to casework and an ability and willingness to follow and develop agreed procedures.
- Understand the issues involved in interviewing clients.
- Numerate to the level required in the tasks.
- Ability to prioritise own work, meet deadlines and manage caseload.
- Ability to use IT in the provision of advice and the preparation of reports and submissions.
- Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
- Ability and willingness to work as part of a team.
- Ability to monitor and maintain own standards.
- Demonstrate understanding of social trends and their implications for clients and service provision.
- Understanding of and commitment to the aims and principles of the Citizens Advice service and its equality and diversity policies.

## Terms and conditions

- 25 days' annual leave (plus bank holidays) , Pro rata for Part-time roles
- Auto Enrol Pension Scheme
- Enhanced sickness benefit after one-years' service
- Flexible working hours to the requirement of the role



### What we give our staff

- Comprehensive Training
- Access to quality training materials
- Ongoing Development
- Annual Appraisals
- Regular reviews with line management

**Closing date is Friday 10<sup>th</sup> March 2023 . Any questions and all completed application forms should be sent to [recruitment@cencab.org.uk](mailto:recruitment@cencab.org.uk)**