

**Role:** Digital Adviser

**Responsible to:** Digital Manager

**Salary:** £24,071 per annum (pro rata) plus 6% employer pension contribution.Fixed term contract to 31 March 2020

**Hours:** Part-time, 25 hours per week (specific number of hours may be negotiable); Monday to Thursday, between 8.30 – 4.30, and 8.30 – 3.30 on Friday.

**Based:** Suite 410, Pentagon Centre, 36 Washington Street, Glasgow, G3 8AZ

**About Money Advice Scotland**

Money Advice Scotland is Scotland’s Money Charity.

Our mission is to be the driving force towards financial wellbeing for the people of Scotland.

**Our strategic objectives**

1. Lead the delivery of money advice training and education in Scotland
2. Improve the financial health and wellbeing of the people of Scotland
3. Influence social and public policy in Scotland
4. Advance the availability of digital services and products

You can read our strategy [here](https://www.moneyadvicescotland.org.uk/sites/default/files/MAS%20Strategy%202018%20-%202023.pdf)

**Our core values**

Open – we are accountable and inclusive

Progressive – we are advocates for social change

Passionate – we care about what we do

Effective – we make an impact

**Role profile**

This position represents the opportunity to work for a leading national charity during an exciting phase in our new strategy.

We are currently piloting a new webchat service that offers consumers a gateway into regulated debt advice services.

The project aims to effectively pre-prepare debt clients meaning that they are better equipped when they get into debt advice. The service delivers the following objectives:

* Answer any initial crisis questions to help address emergency situations
* Identify outstanding debt levels
* Identify entitlement to benefits
* Initial assessment of income and expenditure

**Job description and key responsibilities**

* Conduct chats with clients
* Assess client circumstances and referring to the appropriate sources of help
* Answer any initial emergency questions
* Maintain relationships with referral agencies
* Identify client debt levels
* Complete benefit checks when appropriate

**Person specification**

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| --- | --- | --- |
|  | Essential | Desirable |
| Qualifications and experience | * Experience of working in a client facing role * Experience of signposting clients | * Experience of using chat services |
| Skills and knowledge | * Strong digital skills and a willingness to utilise new systems and products * Excellent listening and questioning skills in order to allow clients to explain their problems * Excellent written and oral communication skills * Excellent interpersonal skills with colleagues, management, members and stakeholders * Demonstrable ability to relate complex subjects in a manner that is clear and understandable * Ability to work on own initiative and finish tasks with measurable outcomes | * Knowledge of money advice, financial inclusion issues, welfare benefits, housing issues and/or other problems people may face when dealing with money * Keen analytical skills; ability to collate, review and interpret data |
| Attitudes | * An understanding and commitment to the aims and principles of Money Advice Scotland, and the values of the organisation * Ability to recognise where the role fits within the organisation’s wider strategic objectives * Willingness to learn about new subjects and develop new skills * A commitment to the Equal Opportunities policy of the organisation * A commitment to ongoing learning and personal development |  |
| General | * Ability to use Microsoft applications for word processing, spreadsheets, databases and e-mail | * Experience of case management and online chat systems |

**Application process and interview information**

The Money Advice Scotland application form must be completed. CVs will not be considered.

Applications should be emailed to: [jobs@moneyadvicescotland.org.uk](mailto:jobs@moneyadvicescotland.org.uk)

Closing date for applications: Noon on Tuesday 1 October 2019

Interview date: Friday 4 October 2019