**Job Title:** Senior Debt Adviser

**Responsible to:** Chief Officer

# About the role

The Senior Debt Adviser will effectively manage their own debt caseload alongside overseeing our Debt Team, supporting their work and offering training, mentoring and case checking of their work. Our Debt Team currently comprises of a Trainee Debt Adviser, a Debt Support Worker and a Debt Administrator. The role is ideally suited to someone with a proven track record in providing quality debt advice in line with the relevant quality standards who is looking to share their knowledge and experience with other members of the Team to aid their development.

# Job description

**Key responsibilities**

* Take responsibility for the day-to-day running of the Debt Team and provide casework covering the full range of Debt Advice.
* Work with other staff to undertake detailed casework on multiple and complex debt problems, including the preparation of financial statements, negotiation with creditors and maintenance of detailed case notes, processing and submitting formal debt options (such as DAS and bankruptcies).
* Support the members of the Debt Team by deploying training, completing case-checking and offering development opportunities for each member of the team commensurate with their experience.
* Provide support and guidance to other Project Staff and Volunteers within the Bureau in relation to simple debt enquiries.
* Assist the Chief Officer with the promotion of the Debt Team service.
* Apply CAB aims, principles and policies when dealing with money advice enquiries.
* To ensure that all work meets quality standards set by Citizens Advice Scotland membership audit conditions and Scottish National Standards for Information & Advice as well as the requirements of the relevant funders.
* Ensure that you record, update and maintain information on our case management system for the continuity of casework, information retrieval, statistical monitoring and report preparation.
* Prepare reports as required for funders and the Board of Trustees.

The above job description is not exhaustive and is clarified to include broad duties inherent in the post as reasonably requested by the Chief Officer or Operations Manager.

# Person specification

**Knowledge, skills and experience**

**Essential**

* Experience of providing debt advice to at least Type II Money Debt Advice as outlined in the Scottish National Standards for Information and Advice Providers Framework.
* Experience of DAS case management/submission and supporting clients through bankruptcy options
* Experience of using eDEN and BASYS
* Customer service experience in a face-to-face and/or telephone-based environment
* Ability to work without supervision and prioritise workload
* Experience of using a range of IT tools to carry out your work, including case management systems, Microsoft Office applications, online applications, internet and email etc.
* Excellent oral and written communication skills, including the ability to communicate complex information in a clear and accessible manner
* Excellent organisational skills
* A proven ability to work effectively with a wide variety of stakeholders
* A commitment to the aims, principles and policies of Citizens Advice Bureaux
* Ability to operate as a team player and communicate effectively with colleagues and managers

**Desirable**

* Experience of mentoring/coaching/supporting others with their learning and giving feedback on their work in a way that aids their development
* Ability to have some flexibility around hours worked as our clients do request early evening telephone appointments for debt advice
* Experience of working with people with multiple and complex needs
* Completion of Citizens Advice Bureaux Adviser Training Programme
* Basic knowledge of multiple enquiry areas to aid with identifying emergencies and making referrals where appropriate

**Additional requirements**

* The post is subject to the disclosure of criminal history information

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