**Job Title:** Trainee Debt Adviser

**Responsible to:** Senior Debt Adviser and Chief Officer

**Salary:** £23,500 per annum plus 10% employer pension contribution

**Hours:** 35 hours per week

The post is that of Trainee Debt Adviser within the current Debt Advice Service at Angus Citizens Advice Bureau. You will assist the Senior Debt Adviser with a triage service while also undertaking a training programme to allow you to provide specialist high quality advice and assistance to clients throughout the Angus area. This advice and assistance are to be delivered through multiple channels which will include face to face, telephone and email communication as required by clients.

# Job description

**Key responsibilities**

* Undertake and successfully complete the CAB Adviser Training Programme
* Assist the Debt Team by providing a triage service for clients who require access to debt services and money advice
* Undertake training to be able to deliver advice and carry out casework, including presenting and implementing a range of debt options towards a resolution for clients
* Promotion and marketing of the service across Angus.
* Attend staff and team meetings when required.
* Commitment to the CAB Aims, Principles and Policies when dealing with enquiries and representing the service
* To ensure that all work meets quality standards set by Citizens Advice Scotland membership audit conditions and Scottish National Standards for Information & Advice alongside the requirements of the funder

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.

# Person specification

**Knowledge, skills, attributes, and experience**

**Essential**

* Ability to work flexibly as required by the needs of the service
* Inclination towards continuous learning
* Ability to prioritise own work and meet deadlines alongside working towards managing own caseload without the requirement of close supervision
* Experience of using a range of IT tools to carry out your work, including Microsoft Office applications, Microsoft Teams, Zoom, online applications, email etc.
* Ability to communicate effectively, both orally and in writing with clients and external organisations
* Excellent organisational and time management skills
* Ability to research, analyse and interpret complex information in a clear manner.
* Numerically competent and able to advise and support individuals in assessing their financial situation
* Ability to identify and respond to the communication needs of clients
* A commitment to the Aims, Principles and Policies of Citizens Advice Bureaux
* Ability to operate as a team player with a strong ethos of working together with others to achieve shared goals,
* Ability to communicate effectively with clients, colleagues and managers
* Commitment to equality and diversity in the workplace

**Desirable**

* Completion of Citizens Advice Scotland’s Adviser Training Programme (ATP)
* Experience of using case management systems including competency in case recording
* Recent experience of working within an advice setting

**Additional requirements**

* The post is subject to a Criminal Convictions Declaration

**The Angus** **Citizens Advice Bureau is committed to equal opportunities both in service provision and employment.**

**Charity number: SC010051**

**Charity name: Angus Citizens Advice Bureau (SCIO)**