**Job Title:** Debt Admin Worker

**Accountable to:** Bureau Manager/Money Adviser

**Hours:** 12

**Salary: £10 per hour**

# About the role

The post is funded until June 30th 2020. Extension of the role is contingent on securing funding beyond that date.

# Job description

**Key responsibilities**

# To input all relevant information (related to client personal details, details of income and expenditure, details of debts/Creditors and details of any assets) onto the system (CASTLE) and also add accurate and logical case notes onto CASTLE.

# To follow up with client and/or Creditor via letter, e-mail, phone, to ensure accurate and full information obtained and up-date on systems accordingly

# To prepare Financial Statement and go through/check this with client for accuracy, amending as required/where appropriate, before passing case over to ‘approved money adviser.’

# To feedback any concerns/issues to money adviser and/or Bureau Manager; attend team meetings and contribute to on-going development of the service.

# To attend training as appropriate to ensure skills/knowledge remain up-to

# Person specification

**Experience**

1. Demonstrable experience (paid or unpaid) of admin work.
2. Self-motivated, with experience of organising and prioritising a busy workload, under pressure, using own initiative while also contributing effectively to a team.

**Skills**

1. Clear verbal communication skills (e.g. for engaging sensitively with clients, advocating for clients with external agencies and contributing to the CAB team.)
2. Effective written communication skills (e.g. for work planning, case recording, monitoring and evaluation, note-taking and correspondence.)
3. Confidence in using IT and telephony systems (e.g. Case recording, form-filling, email, diary management, etc.)

**Knowledge**

1. Knowledge of debt also desirable.
2. Awareness of local voluntary and statutory services for client signposting and referrals.

**Other characteristics**

1. Commitment to the aims and policies of Dalkeith Citizens Advice Bureau and to working within a client driven, volunteer-led community advice and information service.
2. Willingness to undertake a basic disclosure check through Disclosure Scotland.