

Job title: Trainee Debt Adviser

Location: Various across Surrey

Salary: £22,000 FTE

Hours per week: Part-time or full time

Contract type: 6-month and 12-month fixed term contracts available with possible extension

Closing date: 11:59pm Sunday 11th October

The local Citizens Advice across Surrey are excited to be advertising a number of part-time and full-time roles for new trainee debt advisers. We have a number of roles available as 6 month or 12 month fixed term contracts with the possibility of extension. Applicants must be able to take up the role in November.

This offers the opportunity for people to start a career in the advice sector. We'll provide you with comprehensive training and support to enable you to achieve competence as a Money Advice Caseworker within 6-12 months.

Our services have been much needed over the last few months as people have faced significant challenges with the COVID pandemic. We know that over the coming months there will be increased demand for our support. We are therefore looking to increase the capacity of our teams to help more people with their money problems.

In this role, you'll have the opportunity to make a difference to people's lives by providing debt advice over the phone, through email, webchat or face-to-face (subject to government guidance). We want people who are passionate about giving an effective service to those most in need. You will need to demonstrate that you can engage skilfully with clients who are vulnerable and distressed.

You will be a highly motivated strong team player with excellent interpersonal and organisational skills. Good communication skills, both written and verbal are essential, as is the ability to effectively communicate with our clients with a non-judgemental approach. You will also have good numeracy skills sufficient to compile accurate financial statements and calculate benefits.

The Citizens Advice service values diversity, promotes equality and challenges discrimination. We encourage and welcome applications from people of all

backgrounds. We particularly welcome applications from disabled and Black, Asian and Minority Ethnic people, as they are currently under represented in our workforce

If you are interested in the role, please request a job pack by emailing:
surreyrecruitmentCA@gmail.com
