

Job Opportunities



Interested in working at Citizens Advice Manchester?

Citizens Advice Manchester is an **innovative** and **successful** advice service, last year alone we helped clients with **£19.3 million of debt**. We are offering exciting opportunities for you to join our team at the forefront of money advice delivery.

Due to additional funding and the expansion of our service delivery we have a number of vacancies for **Money Advice Caseworkers (or Trainees)** to join our existing teams who deliver a multi-channelled debt advice casework service via telephone, face-to-face, email and webchat to clients across England and Wales.

We are seeking to appoint **experienced and competent Money Advice Caseworkers** to deliver face to face, telephone and digital advice to clients. Successful applicants will have:

- a minimum of one year's full-time equivalent experience of delivering debt advice
- an ability to satisfy MAPS standards of competence at casework level

However, if you don't have the necessary skills and experience to apply for the Money Advice Caseworker post, but have a passion for helping people resolve their financial problems, we are offering **Trainee Caseworker** positions. If you have:

- experience working in a financially regulated environment such as banking or insurance
- a broad understanding and knowledge of debt advice

Then this role might be suitable for you! We can offer comprehensive training and support to enable you to achieve competence as a Money Advice Caseworker within 6-12 months.

Post: **Money Advice Caseworker**
Salary: **£24,105 - £25,718 (dependent on experience)**
Hours: **35 per week**
Term: **Permanent in line with funding**

OR

Post: **TRAINEE Money Advice Caseworker**
Salary: **£20,746**
Hours: **35 per week**
Term: **Permanent in line with funding**

We value all our people and can offer a supportive culture within a charity setting that is committed to social justice. The above roles attract a rewarding remuneration package with excellent terms including:

- A flexible 35 hour working week
- City Centre location
- Pension scheme
- Health Plan with integrated Employee Assistance Programme
- Generous holiday entitlement of 26 days per year (in addition to bank holidays)

Closing date: **10am on Wednesday 23 September 2020**
Interview date: **Tuesday 29 September 2020**

To download an application pack visit:
www.citizensadvicemanchester.org.uk/work-with-us

PLEASE NOTE: PREVIOUS APPLICANTS NEED NOT APPLY

Citizens Advice Manchester has a strong commitment to equality and working with diverse communities.