

VACANCY – Money Advice Specialist

Full-time permanent or Part-time job share considered

Citizens Advice Dacorum are looking for a qualified, experienced Money Advice Specialist to join our friendly team in Hemel Hempstead to deliver debt advice to clients via telephone, digital, email and face to face channels and to provide technical support to the money advice team of volunteers.

The successful applicant will be expected to assist clients with complex debt problems and advise on income maximisation. You will need to be highly proficient in the use of IT and have excellent communication skills. Debt Relief Order Intermediary (highly desirable).

The responsibilities of this role include:

- Assist in providing and developing a high quality money advice service
- Undertake specialist level money advice casework
- Lead in ensuring financial capability is integrated into the debt advice process
- Provide technical support and development of Volunteers, Trainees & Advisers
- Working closely with the Advice Services Manager and supervisor team, you will supervise and support a small debt team, helping to manage and monitor targets and implement new and innovative ways of working.
- This is an ideal opportunity for someone who has extensive knowledge and experience of debt advice and is looking for the opportunity to further develop their skills.

The role is based at multiple locations: principally at our Hemel Hempstead offices in The Forum; but also at our Berkhamsted office; and currently from home (all equipment and support for home working will be provided)

Salary :£27,905 & £824 OLW NEST 5% employer contribution

Hours: Either Full-time permanent Mon to Fri 37.5 hrs per week or Part-time job share

For a full Job Pack and Application form please email office@dacorum.cabnet.org.uk Closing

Date for Applications: Friday 25th September 2020 Interview Date: Mon 5th October 2020

Citizens Advice Dacorum values diversity, promotes equality and challenges discrimination, and strives to be an Equal Opportunities employer. We encourage and welcome applications from people of all backgrounds and are a Disability Confident committed employer. We will retain and use the information you provide only for this recruitment process. It is necessary that we hold this information to operate a fair and equitable procedure. We will keep this securely and destroy it after six months unless you have been appointed to a role in which case it will form part of your employment record.