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## Job Description

We are looking for a Debt Advisor to lead a local advice team in West London.

You will help Ealing residents, providing advice and assistance to help them make the most of their income, resolve their debts and move out of poverty. You will need knowledge and experience of providing debt advice and casework. This will include dealing with resolving immediate problems; help manage multiple debts and some income maximisation.

To be successful you will need:

- recent experience as a debt caseworker with direct involvement in
- advising clients on debt issues and income maximisation, including drawing up financial statements and negotiating with creditors.
- Willingness and ability to progress as a accredited Debt Adviser
- A commitment and understanding of the service's aims, principles and equal opportunities policies

At Nucleus, we provide generalist, benefit, housing and employment advice. We have a history of innovating effective ways to help people. Our approach to advice work is holistic, trying to help people to find solutions to issues they face. In the current climate, Londoners, are facing massive challenges to live debt free.

Nucleus Legal Advice Centre is an accredited Specialist Debt, Employment, Housing and Benefits advice provider. Staff are members of the Institute of Money Advisors.

Debt advice is central to our work and you would be joining an established and experienced debt advice team. We offer generous terms and conditions including:

- 37 hour week (excluding lunch)
- pro rata 28 days annual leave (plus bank holidays)
- Commitment to a work life balance

Job :

- To provide a targeted debt and money advice service to clients in accordance with the Capitalise London Debt Advice Partnership under funding from a Money Advice Service programme. The provision of the service will be face to face, via telephone, email, and web access on options, likely outcomes and outcomes. To Take on and maintain a caseload, in consultation with the supervisor and or line-manager and Ensure agreed targets set at supervision and appraisal are met on an on going basis

A) Experience

- To have more than 1 year experience of providing debt advice
- Knowledge and experience of casework in debt advice using different or complementary channels ie face to face , e mail, telephone , social media

- **Skills**

You must have the ability to:

- Work on your own initiative with support from the supervisor and/or line manager

- Good and demonstrate able customer services skills both face to face and over the telephone and other media. Ability to respond sensitively to clients from a variety of backgrounds that are under pressure and negotiate with third parties in order to minimise conflict.
- Ability to meet targets
- Organise and prioritise own workload in a busy environment, to manage a challenging caseload, and prioritise work in the face of competing demands on your time
- Work effectively under pressure without loss of standards.
- Work to agreed high standards in a changing work environment
- Communicate complex information clearly and concisely both orally and in writing in Plain English .
- Deal impartially and courteously with people of different backgrounds, irrespective, for example, of sex, sexual orientation, race, disability.
- Ability to work well as part of a number of teams – Ealing advice service and the debt team.
- Demonstrate an understanding of and a commitment to implementing Nucleus Equal Opportunity practices especially within an advice work setting.
- Ability to deal sensitively and effectively with people facing stressful situation(s)
- Demonstrate an awareness of and commitment to the need for confidentiality and impartiality and the ability to ensure that this is maintained.

Job Type: Full-time

Salary: £29,000.00-£33,500.00 per year depending on experience