



Debt Adviser

An exciting opportunity has arisen for a Debt Adviser to join Debt Advice Foundation's telephone counselling team at its offices in Darwen, Lancashire.

The charity, which is listed by Money Advice Service as an accredited, free provider of debt advice on its online debt advice locator tool, helps over 10,000 people each year to get back in control of their finances.

Responsibilities

- Deliver a professional, impartial, pragmatic and outcome focused telephone advice service to all clients whilst working to company best practice and quality standards.
- Advisers will give advice on the following areas:
 - Income maximisation
 - Budgeting
 - Priority debts
 - Unsecured debts
 - Debt solutions
- Conducting initial detailed diagnostic interviews by telephone (inbound and outbound calls)
- Agree client's needs and identify desired outcomes/actions (within contractual framework)
- Generate letters confirming advice/support
- Signpost or make referrals to the appropriate party at the earliest point possible
- Ensure case details are entered to our proprietary software accurately and punctually
- General administrative tasks associated with the processing of each client's case
- Meet performance targets
- Other tasks as delegated by their Line Manager

Key skills and experience

- Experience of advice work (telephone or personal)
- Specific / demonstrable experience of one or more of the following areas:
 - debt advice
 - welfare benefits
 - financial services
- Identifies needs of clients and strives to deliver a prompt, effective and personalised service
- Understands client requirements by focusing on their needs and identifies solutions to meet or exceed their expectations
- Communicates clearly and effectively, both verbally and in writing
- Identifies appropriate people (internally and externally) to communicate with and tailors the message to their needs
- Listens closely and is engaging in both one to one and group scenarios
- Sensitive to the needs of others and demonstrates an interest in their views

- Diplomatic in difficult situations and inspires trust in others by treating all individuals in a fair and consistent manner

Salary

Starting salary is £16,309. An increase is given with the offer of employment if an offer of employment is made at the end of the initial probationary period. Further salary increases are dependent on qualifications and memberships attained (to £21,160 with full IMA membership and Approved Intermediary status).

Hours

37.5 Hours Per Week - You will be required to work to an agreed flexible pattern. A shift system is in place to cover core operating hours (8am to 8pm Monday to Friday and 9am to 5pm Saturday).

If you'd like to apply for this position, please submit a copy of your CV along with your covering letter at <http://www.debtadvicefoundation.org/careers>. Alternatively, you can write to us at:

Tracey Ashworth
1 Anchor Court
Commercial Road
Darwen
BB1 0DB

About Debt Advice Foundation

Debt Advice Foundation is a national debt advice charity (number 1148498). We help more than ten thousand people every year get back in control of their finances.

We're authorised and regulated by the Financial Conduct Authority (no. 692492).

We hold the Advice Quality Standard quality mark.

We're a member of AdviceUK, the UK's largest network of free, independent advice centres and all of the charity's advisors are associate or qualified members of the Institute of Money Advisors.

The charity is also a registered supporter of the All-Party Parliamentary Group on Financial Education for Young People and the All-Party Parliamentary Group on Debt and Personal Finance.

