



## **Qualified Debt Adviser & Advice Support**

Debt Advice Foundation is a registered national debt advice and education charity in England and Wales. At the heart of the charity's philosophy is the prevention and cure of unmanageable consumer debt.

Whilst our primary focus is on helping those that are in need of advice and support today, we believe that improving financial literacy amongst the next generation of credit users is key to tackling increasing levels of unmanageable debt.

The charity seeks to carry out these objectives through its free telephone debt counselling service and through DebtAware, the charity's award winning debt education programme for schoolchildren.

### **Our Vision**

Every year we help over 10,000 people get back in control of their debt problems; whether this is by arranging a suitable repayment plan with their creditors or by providing support in budgeting for everyday life.

Now approaching our 10th anniversary, we are looking to expand our services so that we can help more people than ever before.

To help us achieve this, we are looking for new team members to share this next exciting stage of our journey.

### **What will you do?**

#### **Advice Support**

You will start by learning our systems and best practice in debt advice; enabling you to act as the initial contact for existing clients, contact requests from our website and first time callers to the helpline.

Following the Money Advice Service accredited learning pathways you will be able to progress from Initial Contact to Support and then on to Advice.

You will have the opportunity to achieve Institute of Money Advisers membership and work towards the Certificate of Money Advice Practice.

You will:

- Be a great listener, identifying the needs of clients and striving to deliver a prompt, effective and personalised service.

- Deliver a professional, impartial, pragmatic and outcome focused telephone advice service to all clients.

### Qualified Debt Adviser

You will:

- Deliver a professional, impartial, pragmatic and outcome focused telephone advice service to all clients.
- Give advice on the following areas:
  - Income maximisation
  - Budgeting
  - Priority debts
  - Unsecured debts
  - Debt solutions
- Agree client's needs and identify desired outcomes/actions
- Generate letters confirming advice/support
- Signpost or refer to the appropriate party at the earliest point possible
- Maintain punctual, accurate, compliant records using our proprietary software

### How will you achieve this?

Training will be ongoing using a variety of methods; courses, webinars, e-learning, on the job and in house training will be provided.

Attendance at Money Advice Group meetings and conferences enable a collaborative approach amongst the wider network of advice agencies within England & Wales.

We will provide you with training to meet the needs of your role and hope that you have a desire to progress your training to accredited adviser standard.

Continual Professional Development is required and you will be supported to ensure that your knowledge and skills are always current.

## Is it you we're looking for?

We would like to find people who have:

- strong customer service skills
- the ability to build rapport and empathise
- the ability to deal with difficult situations
- a positive attitude
- consistent attention to detail

Qualified Adviser positions require:

- Certificate in Money Advice Practice, or recognised equivalent

## 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).

## What will you receive in return?

20 days annual leave (increasing by one day per year up to a maximum of 25), plus bank holidays

A defined adviser salary structure is in place:

Full time (trainee) salary will start at £16,309

Full time (accredited adviser) salary is £21,160

## Applications

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

Alternatively you can write to us at:

Tracey Ashworth  
1 Anchor Court  
Commercial Road  
Darwen  
Lancashire  
BB3 0DB

Debt Advice Foundation is a Disability Confident Employer.

### 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.

