



Trainee Debt Advisor

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 debt.

The charity operates a free, national telephone debt counselling service, which helps over 10,000 people each year as well as DebtAware, our award winning debt education programme for schoolchildren.

As the cost of living crisis continues to impact millions of people across the UK, we are looking for new team members to help us meet the growing demand for debt advice.

What will you do?

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
- Identify client vulnerabilities and prioritise household emergencies.
- Provide comprehensive advice, next steps and actions in a way that the client can easily understand.
- Signpost or refer to the appropriate party at the earliest opportunity.
- Maintain punctual, accurate and compliant records using our proprietary software.

How will you achieve this?

We will provide you with training, which will allow you to meet the needs of your role and allow you to progress to accredited advisor standard.

Continual Professional Development (CPD) is required and you will be supported to ensure that your knowledge and skills are up to date.

Training will be ongoing and by a variety of methods including in-house, courses, webinars and e-learning.

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

Hours

37.5 hours per week.

Helpline operating hours are 8am to 6pm, Monday to Friday. A shift system is in place and you will be required to work to an agreed flexible pattern.

What will you receive in return?

An annual salary of £20,319.

20 days annual leave (increasing by one day per year up to a maximum of 25) plus bank holidays. You will also receive an additional day of leave on your birthday.

Free, secure onsite parking.

Applications

If you would 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:

Human Resources
Debt Advice Foundation
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.

