



Qualified Debt Advisor

We are looking for an experienced Debt Advisor to join our advice team at our head office in Darwen, Lancashire. In this role, you will have the opportunity to make a meaningful difference by offering expert guidance and support to those in need.

Debt Advice Foundation is a registered 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, an award-winning debt education programme for schoolchildren.

The Role

As a qualified Debt Advisor, you will provide debt and welfare benefits advice and support to people that have called the charity's telephone helpline. You must:

- Deliver a professional, impartial and outcome-focused telephone advice service to all clients.
- Interview clients to identify client vulnerabilities, prioritise household emergencies and establish an accurate household financial position.
- Provide callers with advice on income maximisation, budgeting, priority debts, unsecured debts, formal and informal debt solutions.
- Maintain punctual, accurate and compliant records.

What we're looking for

The ideal candidate will have:

- Certificate in Money Advice Practice (CertMAP) or equivalent qualification (elapsed qualifications will be considered). Should you not have CertMAP or equivalent, an option for gaining these certifications are available.
- At least 1 year of experience in debt services (telephone or in person)
- Excellent communication and interpersonal skills, with the ability to establish strong relationships.
- Strong problem-solving abilities, with a knack for thinking both critically and creatively in the best interest of our clients.

- An understanding of the issues involved, particularly with those clients who are experiencing stress and anxiety.

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.
- This is an office based role.

What you will receive in return

- An annual salary of £27,008.00 (non-qualified advisors starting salary is £24,008).
- 29 days annual leave including bank holidays.
- Free, secure onsite parking.

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:

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.

