

Trainee Debt Adviser

Hours: 37 hours per week (although some flexibility possible)

Salary: £22,500 per annum full time (with possible rise to £25,000 after 6 months)

Contract: 12 month contract with potential renewal for a further 12 months

Location: hybrid: some work at home with considerable in person work in all of our three offices across East Hampshire

Citizens Advice East Hampshire is looking for a full-time trainee debt adviser. This offers the opportunity for people to start a career in the advice sector with a particular focus on helping those with unmanageable debt and financial problems. We'll provide you with comprehensive training and support to enable you to achieve competence as a Debt Advice Caseworker within 12 weeks

As the cost of living crisis impacts on all our lives, demand for our services grow month on month. We know that many people are having to take on debt to afford day to day essentials and others have debt that they can no longer afford to pay back. We also know that being in financial trouble has a strong impact on health and wellbeing. We want to do all we can to help them weather this personal and societal storm.

In this role, you'll have the opportunity to make a difference to people's lives by providing debt advice face-to-face to those struggling financially. We want people who are passionate about giving an effective service to those most in need. You will need to demonstrate that you can engage skillfully with clients who are vulnerable and distressed.

You will be a highly motivated strong team player with good interpersonal and organisational skills. Good communication skills, both written and verbal are essential, as is the ability to effectively communicate with our clients with a non-judgemental approach. You must have good numeracy skills sufficient to compile accurate financial statements and calculate benefits.

The Citizens Advice service values diversity, promotes equality and challenges discrimination. We encourage and welcome applications from people of all backgrounds. We particularly welcome applications from disabled and Black, Asian and Minority Ethnic people, as they are currently under represented in our workforce

If you like working in a dynamic and friendly environment to support the local community, we would love to hear from you. Please contact Debbie Essex: district@caeasthants.org.uk for an application pack.

Closing date for applications: 9am, Thursday 4th August 2022

Please note that CVs will not be accepted as part of this application

Shortlisted applicants will be invited for an interview, which is scheduled for **Wednesday 10th August** in the **Petersfield Citizens Advice office**.