



Citizens Advice Southampton

wishes to recruit

a Money Advice Caseworker /Trainee

Hours: full time, 37.5 hours per week

Salary: up to £21,580 FTE, depending on experience

Contract type: Fixed term to 31st January 2023, may be extended in line with funding

Location: primarily based in our Southampton office, with potential for some remote working

Citizens Advice Southampton is a local charity providing free, independent, confidential and impartial advice to over 7,000 people in Southampton every year on any problems they might face.

We are an equal opportunities employer and encourage applications from all applicants who meet the person specification irrespective of sex, gender reassignment, marriage or civil partnership status, pregnancy and maternity, sexual orientation, race, religion or belief, age, or disability.

The Role

The Money Advice Caseworker role sits within our busy Money Advice Team, who provide money and debt advice to Southampton residents. Both accredited Caseworkers and also those looking for a Trainee Caseworker role are welcome to apply. Our Money Advice Caseworkers provide an in-depth casework service to our clients, working face to face as well as via telephone. Our Money Advice Service Team is busy, dynamic and very client focused, providing high quality advice and adhering to contractual targets.

This role is subject to an enhanced DBS check.

About You

You'll need to be well organised, client-focused and able to work within our policies and procedures. You'll also need to be able to prioritise cases and manage a busy caseload as part of a team.

Strong communication skills and the ability to use and maintain Office 365 systems and associated software packages are essential.

How to Apply

For a job pack, please contact evint@sotoncab.org.uk.

Closing date for applications is **9am Friday 5th August**, with interviews expected to be held the following week.