**Job Description – Money Adviser – East Ayrshire Citizens Advice Bureau**

* **Job Title:** Money Adviser
* **Responsible to:** Operations Manager
* **Salary:** £28,155
* **Work pattern:** 35 hours per week
* **Location:** Kilmarnock or Cumnock

# **About the Role**

To provide an in-depth money advice service to clients within East Ayrshire by, undertaking detailed casework and providing timeous advice on multiple debt problems ensuring all cases are compliant with all aspects of FCA regulation.

Also, to support the front-line operation through the provision of training and quality assurance, support of volunteer advisers and giving general advice when required.

**Main Responsibilities**

* Maintain expertise in relevant legislation particularly in relation to welfare benefits, debt and bankruptcy
* Undertake detailed casework for CAB clients, particularly in relation to multiple debt cases
* Ensure that the Bureau’s systems are maintained, for case recording, statistics, follow up work and quality control
* Provide training to EACAB colleagues in money advice and related issues
* Work co-operatively with other agencies and community groups to improve the provision, standard and accessibility of money advice
* Provide constructive feedback to assist in the identification of training and development needs of EACAB colleagues, through peer assessment and quality assurance checking of money advice cases.
* Work co-operatively with colleague bureau money advisers, sharing information and changes relevant to the role of money adviser including changes in legislation.
* Be proactive in highlighting money advice matters that relate to the successful running of bureau operation.
* Provide support and supervision to advisers during advice sessions and ensure that quality standards are met
* Undertake general advice work as and when required

**General Responsibilities**

* To be considerate of and respectful to colleagues and client’s needs and limitations and act in a supportive manner as outlined the CAB aims and principles.
* Ensure that professional attitudes and behaviours are demonstrated at all times with all EACAB stakeholders
* To work co-operatively with other agencies and community groups within East Ayrshire (and wider where necessity dictates) to improve the provision, standard and accessibility of advice.
* To consider the impact of actions on the rest of the business
* To abide by the health and safety guidelines of the bureau and share responsibility for own safety and that of others
* Keep updated with, work within and contribute to the ongoing enhancement of bureau systems, policies and procedures
* To contribute to the identification of own training and development needs
* To attend and actively participate in staff/team meetings as required
* To check, read and where necessary respond to email on a daily basis ensuring that all deadlines are met
* To undertake any other duties and responsibilities which may reasonably be determined by the Manager
* To maintain up to date knowledge in relevant areas of advice, Including changes to legislation and processes

**Person Specification – Money Adviser**

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| **Money Advice**  **Support Worker** | **Essential** | **Desirable** |
| **Qualifications and Experience** | Recent experience of in-depth money advice  Experience of casework  Experience of preparing reports and collating statistical data | Experience of working with volunteers  Experience in preparing and delivering training  Evidence of relevant training from a recognised provider |
| **Skills and Attributes** | Ability to prioritise workload and meet deadlines  Good analytical skills and attention to detail  Ability to communicate effectively both orally and in writing | Representation and advocacy skills  Ability to interpret relevant legislation and utilise various money advice strategies |
| **Knowledge** | A sound working knowledge of the legal rights of debtors and creditors  Good knowledge and understanding of welfare benefits  Working knowledge of Microsoft Software and related packages | Understanding of the value of social policy work  Good understanding of financial inclusion issues |
| **Other** | A willingness to undertake any necessary training  Responsible and reliable | Experience of liaising with other agencies and organisations  Car driver with use of own vehicle |