



Debt Supervisor

Job pack

Thank you for your interest in working at **Citizens Advice Nottingham & District**. This job pack should tell you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you will find:

- Our values
- 3 things you should know about Citizens Advice
- Information about the organisation
- The Job Description and Person Specification

Closing date for applications: Monday 25 January 2021 9am

Interview date: Thursday 28 January 2021

Our values

We're inventive. We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

We're generous. We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

We're responsible. We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.

3 things you should know about Citizens Advice

1. We're local and we're national. We have 6 national offices and offer direct support to people in over 290 independent local Citizens Advice services across England and Wales.

2. We're here for everyone. Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

3. We're listened to - and we make a difference. Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

Citizens Advice Nottingham & District

Citizens Advice Nottingham & District is a large local Citizens Advice (LCA) covering the area of Nottingham City, Gedling Borough and Rushcliffe Borough.

In the year 2019/20 we helped 12,977 people. We handled £9.6m of debt and raised £8.7m in income for our clients.

Our EMMA debt project (funded by the Money and Pensions Service MaPS), advises clients on complex debt issues and income maximisation, drawing up financial statements and negotiating with creditors.

Citizens Advice Nottingham & District has 42 paid staff and 55 volunteers.

To ensure clients can access the service quickly, we will develop referral routes and protocols with partner organisations and other stakeholders.



How the Citizens Advice service works

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 LCA members.

The national charity includes:

- 800 national staff working in one of 6 offices (or as homeworkers), or as part of the Witness Service from over 240 courts across England and Wales
- 3,000 Witness Service volunteers

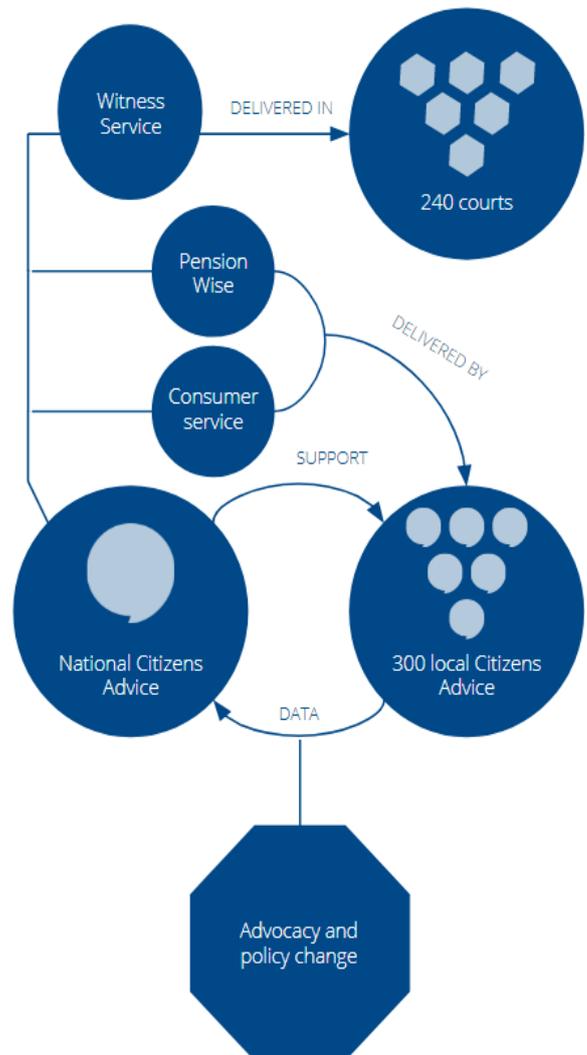
The local network members are all independent charities, delivering services from:

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

They do this with:

- 6,500 local staff
- over 23,000 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live.





Debt supervisor

We are looking for a debt supervisor with at least two years' experience of debt advice, and preferably supervisory experience, to work alongside other debt supervisors, to supervise our team of debt caseworkers and administrative staff.

The service consists of one full time and two part time supervisors, eight debt caseworkers, and four administrators who all strive to achieve challenging targets/KPIs whilst maintaining high quality standards. We are one of a very small number of organisations that are on a DAPA three year review cycle (next due at end of 2021).

Experience of and ability to work under pressure to deliver services which meet these standards are essential personal requirements for this role.

You will be expected to respond to emerging issues and on occasions be a spokesperson for the organisation on debt related issues. You will have the confidence and ability to inspire, support and motivate people.



Job description

Job title:	Debt supervisor
Hours:	30 per week
Salary:	£23,806
Reporting to:	Operations manager
Purpose of the job:	To supervise a team of debt caseworkers and admin staff and to provide debt advice and casework and ensure compliance with appropriate regulatory bodies.

Main duties and responsibilities

Line management and supervision

- Line manage and supervise a team of caseworkers and administrative staff, ensuring the required standards of accuracy and quality are met.
- Support debt caseworkers and admin staff in their roles and ensure that the advice provided to clients is accurate, effective and tailored to individuals' circumstances.
- Encourage good teamwork and sharing of best practice and act as a contributing member of the team.
- Identify the training needs of staff to ensure Continual Professional Development of caseworkers.
- Recognise the requirements of funders and regulators; for example the FCA and MaPS.
- Attend meetings with third party organisations to ensure good working relationships.
- Carry out file reviews on debt cases and support the other supervisors / reviewers.
- Ensure that all casework conforms to Citizens Advice Nottingham & District's procedures and debt casework conforms to the Debt Advice Peer Assessment requirements.
- Inform the Operations Manager as a matter of urgency regarding any problems in meeting targets and/or managing caseload.
- Assist in maintaining and developing effective administrative systems for good case management.
- To review and update office policies and procedures in line with the FCA and Debt Advice Peer Assessment (DAPA) requirements, making sure all staff are familiar with CONC requirements.

Casework and service delivery

- Provide advice covering the full range of debt issues.
- Research and explore options and implications so that the client can make informed decisions.
- Act for the client where necessary, drafting letters, budgets, financial statements and carrying out any calculations as appropriate.
- Maintain accurate and complete electronic case records for continuity of casework, information retrieval, statistical monitoring, and report preparation.
- Take ownership for monitoring own workload e.g. proactively reviewing progress on current cases, outcome of completed cases and quality control.

Policy and Campaigns

- Identify relevant social policy issues and, together with other members of the team, take responsible appropriate action on a national or local level.

Professional development

- Ensure through reading, training and consultancy, that your own level of knowledge around money advice law is up-to-date and that this is disseminated as appropriate.
- Identify your own training needs in conjunction with the Operations manager and to undertake appropriate training.
- Attend internal and external meetings as agreed with the line-manager.
- Attend supervision sessions which include feedback from file reviews and performance monitoring.

Other duties and responsibilities

- uphold the aims and principles of the Citizens Advice service and its equal opportunities policy.
- abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
- carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.



Person specification

Skills and experience:

- Understanding of the debt advice model with proven casework skills and experience of dealing with complex and challenging cases to MaPS standards.
- Minimum of two years full time (or part time equivalent) of delivering debt advice.
- Hold a MaPS accredited qualification[†] in debt advice or be working towards one within the next 6 months.
- Preferably a DRO approved intermediary.
- Ability to deliver high quality advice and casework to meet project targets whilst ensuring collection of data to support funders' monitoring and reporting requirements.
- Experience of maintaining quality standards and monitoring service delivery against agreed targets.
- Confident and accomplished communicator, both oral and written.
- Ability to research and interpret complex information, including performance data, and produce clear verbal and written reports.
- Ability to supervise, develop and motivate staff.
- Initiative and ability to lead and contribute to a team.
- Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
- Extensive skills in Microsoft Office.
- Experience of flexible working, according to business need while balancing multiple priorities.
- Understanding of the issues affecting society and their implications for clients and service provision.

Attitude and motivation:

- Interest/enthusiasm for debt advice work.
- Commitment to continuing professional development of self and wider team.
- Ability to commit to and work within the values, aims, principles and policies of the Citizens Advice service in which equality and diversity is embedded throughout.
- Carry out any other appropriate tasks requested by the Operations Manager or Chief Officer, to ensure effective delivery and development of the service.

[†] *this includes NTIQ PIP 3, NTIQ PIP 2, NTIQ PIP 1, Level 3 Diploma in Money and Debt Advice, Level 2 – 3 Certificate in Money and Debt Advice, Level 2 – 3 Award in Money and Debt Advice, or IMA Certificate in Money Advice Practice.*