



Debt Caseworker

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
- How the Citizens Advice service works
- Information about the organisation
- The Job Description and Person Specification

Successful applicants will be invited to interview on a 'first-come-first-served' basis until the post has been filled. Any applications received after this will not be considered.

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 offering direct support to people in over 265 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.

How the Citizens Advice service works

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 265 LCA members.

The national charity includes:

- 1,000 national staff working in one of 4 offices (or as homeworkers), or as part of the Witness Service from over 240 courts across England and Wales
- 2,500 Witness Service volunteers

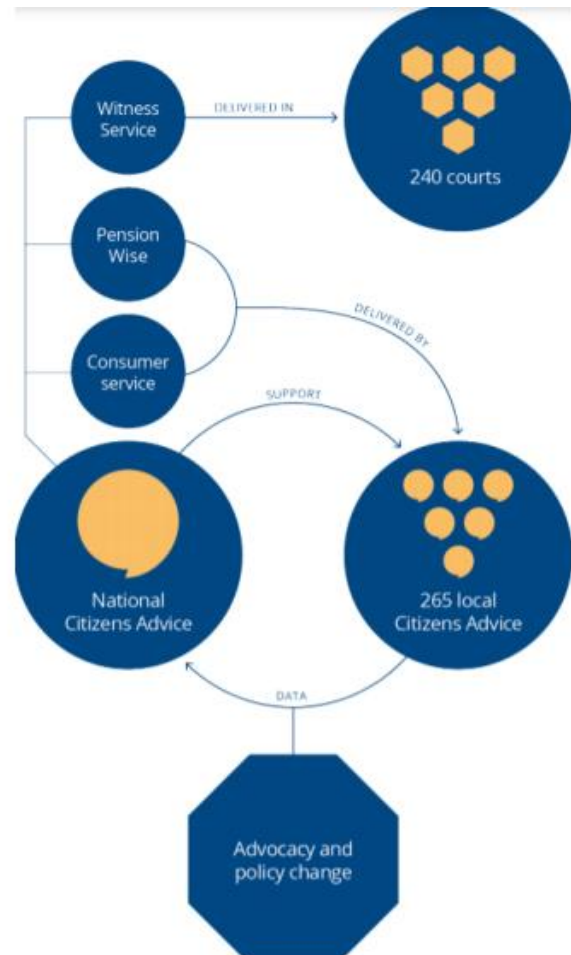
The local network members are all independent charities, delivering services from:

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

They do this with:

- 7,700 local staff
- over 21,300 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.



Information about 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.

Every year thousands of people come to us for free, independent, confidential, and impartial advice and information. We're here for everyone and help with problems like managing debt or household bills, understanding rights at work, housing issues, claiming Universal Credit, employment law and much more.

The Citizens Advice service aims to:

- provide the advice people need for the problems they face.
- improve the policies and practices that affect people's lives.

In the year 2024/25 we helped 11,286 people and our debt team helped people manage a total of £4,341,678 debt and £769,268 was written-off with our help. Across the service we helped people increase their income by £9,560,035.

Citizens Advice Nottingham & District is a brilliant and dedicated team of 49 paid staff and 63 volunteers who go out of their way to support everyone who comes to us.

We operate a number of projects including Help to Claim, MS Society and Advice on Prescription across a number of locations.

Through our daily interaction with clients, we have a credible understanding of local needs. We use our data and insight to tailor our services, as well as help improve policies and practices locally.

We put our clients' needs at the heart of our decision-making.

You can find out more details about our charity at www.citizensadvicenottingham.org.uk



Our Culture

At Citizens Advice Nottingham & District our people are at the heart of everything we do – without them, we wouldn't be able to deliver the first-class service we provide every day. We offer much more than a place to come to work; we offer the chance to be part of a team that is welcoming and inclusive, a role that makes a difference to people's lives, particularly during the current cost of living crisis, and somewhere that recognises that work is only one part of your life – getting the right work life balance for **you** is important to **us**.

In our recent People Survey 2024, our staff told us that:



88% of people agreed or strongly agreed that their views are listened to and valued



97% of people agreed or strongly agreed that over the last 12 months people have treated each other with fairness and respect



91% of people agreed or strongly agreed that they would recommend our organisation as a place to work

What we give our staff

We value the people who work here – and we show that in what we offer. As well as things like annual leave and our workplace pension, working at Citizens Advice means getting access to many benefits.

- A commitment to your development. We have a coordinated staff training and development strategy. This means that training will be provided both for your current job and for your development.
- Support when things in your life change. We'll be there for you with options for flexible working, career breaks, and support for parents and carers.
- All staff, volunteers and trustees are signed up to TogetherAll for support with mental health and wellbeing.
- Casual dress code – wear what makes you feel comfortable
- 6.2 weeks paid annual leave (pro-rata)
- Hybrid model of working.
- Generous employer pension contribution.

Equality and Diversity

Citizens Advice as a service and network is fully committed to stand up and speak up for those who face inequality and disadvantage. We want this to be reflected in the diversity of the people who work for us.

To help us achieve this, we aim to make our recruitment process as fair as it can be. We also offer support to disabled candidates to make sure no one loses out on a role because of their condition.

We're committed to progress on age, disability, gender, race, religion and belief, sexual orientation and broader equality and human rights issues.



Debt Caseworker

We are looking for a Debt Caseworker to join our dedicated debt casework team. We are committed to providing support to clients within our community and to making a genuine difference to their quality of life and to improving their financial stability.



Job description

Job title:	Debt Caseworker
Reporting to:	Casework Supervisor
Salary:	£26,529 (£24,402 for a trainee)
Hours:	Full time (30 hours part-time considered for the right candidate)
Employers' Pension contribution:	5%
Location:	Mixture of working from home and at our Nottingham based office. Balance between home and office working to be agreed.
Purpose of the job:	To provide debt advice and casework service to clients within our community.

Main duties and responsibilities:

Service Delivery

As part of a team of caseworkers:

- 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.

- Negotiate with third parties in writing and on the telephone.
- Ensure income maximisation through the take-up of appropriate benefits.
- Meet targets as set by the organisation for debt casework.
- Inform the Supervisor as a matter of urgency regarding any problems in meeting targets and/or managing caseload.
- Ensure that all casework conforms to Citizens Advice Nottingham & District's procedures and the MaPs Quality Standards.
- Maintain accurate and complete electronic case records for continuity of casework, information retrieval, statistical monitoring, and report preparation.
- Take ownership for monitoring own workload eg proactively reviewing progress on current cases, outcome of completed cases and quality control.
- Assist in maintaining and developing effective administrative systems for good case management.
- To act as a contributing member of the team.

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
- Assist in monitoring the service provision to ensure it reaches the widest possible client group.

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 designated supervisor and be prepared to undertake appropriate training in line with your training and progression plan.
- 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:

- Recent experience of delivering debt casework in an advice agency, minimum of one year (trainees considered)
- Experience of managing a high workload.
- Ability to work on own initiative, proactively manage a varied workload, ensuring deadlines are met.
- Experience of communicating effectively, both orally and in writing, with a wide range of people, using a variety of channels.
- Ability to analyse and interpret complex information and the ability to explain it to clients clearly.
- Good numeracy skills with the ability to carry out efficient calculations and prepare budgets for clients.
- An understanding of office administrative systems and a willingness to follow agreed procedures.
- Demonstrable ability to use IT systems and packages, and electronic resources in the provision of advice and case recording.
- Commitment to meet and comply with targets and quality standards set by the organisation for debt casework.
- 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.
- A commitment to continuous professional development (CPD), including a willingness to develop knowledge and skills in required areas.
- Ability to work as part of a team.
- Commitment to the provision of independent, impartial and confidential advice services.
- Understanding of, and commitment to, the development of equal opportunities policies and practices.