

**CITIZENS ADVICE COUNTY DURHAM**

**MaPs Webchat Debt Adviser**

**Remote Working**

We are excited to announce that we are currently seeking to recruit a Webchat Debt Adviser to join our thriving charity within County Durham. The successful candidates will ideally need to demonstrate recent and ongoing experience in delivering specialist Debt Advice digitally, to a high standard:

**Role:** Webchat MaPs Debt Adviser

**Hours:** 37 hrs per week

**Salary – Grade 4a** £21,544 – 5a £23,160 dependent upon experience.

**Duration – fixed term until March 2021**

**Location:** Remote Working

Key work areas & tasks: To provide advice on debt management and welfare benefits, whilst also ensuring that the work conforms to the Advice Quality Standard (AQS) and MaPS Debt Advice Quality Framework.

To request an application pack please contact: [**recruitment@citizensadvicecd.org.uk**](mailto:recruitment@citizensadvicecd.org.uk)

**Closing date for applications:** Monday 24th August 2020

**Proposed date for interview:** Friday 28th August 2020

**Please note we do not accept CV’s, to download an application pack visit:** [**www.citizensadvicecd.org.uk/about/vacancies**](http://www.citizensadvicecd.org.uk/about/vacancies)

**What we offer: There’s lots! Including: a competitive salary, pension scheme, 25 days holiday, excellent training and development opportunities and much more!**

At Citizens Advice County Durham we collect diversity monitoring information to better improve our services and support our research in a way that you can’t be identified. By providing these details we can monitor the diversity of applicants. [**Please click here to complete our diversity monitoring form.**](http://citizensadvicecd.org.uk/monitoring-information/)

When you apply, we collect your personal information through your application form, interview or references so we can process your application. [Please click here to read our full privacy policy](http://citizensadvicecd.org.uk/privacy-policy/) and to better understand why we ask for certain information, how we use it and how we store it.