|  |  |
| --- | --- |
| **Job Title:** | MaPS Webchat Debt Adviser |
| **Salary:** | Grade 4a £21,544 – Grade 5a £23,160 |
| **Hours:**  | 37 hours  |
| **Location:** | Homeworking |
| **Role purpose:** | To provide specialist debt advice to clients via webchat. |
|  | **Key Duties**  |
|  | * Provide full debt advisory services through digital channels.
 |
|  | * Negotiate with third parties as appropriate.
 |
|  | * Assist clients with other related issues, where they are an integral part of their case and sign post to relevant agencies.
 |
|  | * To provide advice on debt management and welfare benefits, ensuring that the work conforms to the Advice Quality Standard (AQS) and MaPS Debt Advice Quality Framework.
 |
|  | * Maintain case records for the purpose of continuity of casework, information retrieval, and statistical monitoring and report preparation.
 |
|  | * Ensure income maximisation through the take up of appropriate benefits.
 |
|  | * Ensure that targets are achieved consistently
 |
|  | * Keep up to date with legislation, case law, policies and procedures relating to debt and welfare benefits and undertake CPD training.
 |
|  | * Prepare for and attend supervision sessions/team meetings/management team meetings as appropriate.
 |
|  | * Assist with Service initiatives for the improvement of services. Identify and share best practice with colleagues and the leadership team.
 |
|  | * Use IT for statistical recording, record keeping and document productions.
 |

**Person Specification**

*Please answer all points of this within your application form to be considered for this role.*

* Recent and ongoing experience of debt advice work. (Knowledge in all areas of debt management, income maximisation including welfare benefits).
* Numeracy skills required to understand statistics and check calculations.
* The ability to work methodically within defined systems and to maintain accurate records whilst monitoring and maintaining own standards.
* Excellent communication skills with a focus on the ability to effectively communicate through digital services such as webchat.
* The ability to prioritise tasks, to work towards project targets, meet deadlines and to manage time effectively under own initiative.
* The ability to adjust rapidly, effectively, and intelligently to new developments or changing circumstances.
* The ability to work effectively alone and as part of a team.
* Good practical knowledge of IT systems for case recording, internet/emails, online resources.
* Understanding of and commitment to the aims and principles of the Citizens Advice service and its equal opportunities policies.