

**Person Specification
Debt Advisor
Active Inclusion**



Part A

The following criteria (experience, skills and qualifications) will be used to short-list at the application stage:

Essential

- Certificate of Money Advice and Practice
- Relevant experience in a debt, benefit, advice or social care setting
- DRO Intermediary
- Able to manage a caseload of complex cases, subject to appropriate supervision
- Able to staff a consultancy telephone service
- Able to work in partnership and provide relevant information and training as required to the public, colleagues and other agencies and professionals
- Able to advise, assist and represent claimants to tribunal level
- Demonstrate knowledge, understanding and application of relevant law, procedures, legislation and statutory guidance
- Commitment to financial inclusion
- Excellent recording and report writing skills using electronic data information systems
- Able to contribute to, and work within, a supportive team environment

Desirable

- Membership of the Institute of Money Advisors
- In-depth knowledge of debt advice and welfare benefits
- Experience of income assessments
- Experience of home visits
- Driving licence
- Access to personal transport

Part B

The following criteria will be further explored at the interview stage (as well as further exploring the above criteria is met):

- Relevant experience
- Ability to assimilate, evaluate and prioritise information, including relevant data management skills
- Knowledge of relevant legislation and statutory guidance
- Reliable and self-reliant, but will seek guidance appropriately
- Willingness to undertake further training as required, with a positive approach to self-development
- Organisational skills and the ability to work to tight timescales whilst being detail conscious
- Evidence of good written and verbal communication skills
- Committed to Equal Opportunities and anti-discrimination practice in employment and service delivery

Additional Requirements

- Flexible approach to work, location, duties and hours