

Post: Money Advice Helpline Adviser
Hours: 35 hours per week
Salary: 24,500 – 26,500 (depending on experience)
Contract term: 12 months fixed term

Summary of role

The JP Morgan Chase Foundation Specialist Debt Helpline Pilot project aims to open up the high quality, free, impartial advice that the CAB network currently offers beyond our existing clients to a wider demographic and volume of people in Scotland, ensuring that everyone can access debt advice in a convenient way, at the point in their life when they need help. This will enable an early resolution for many individuals. The pilot will explore the extent to which complex debt cases can be handled remotely.

The money advice helpline advisers are the first point of contact with clients who access the service from anywhere in Scotland through a dedicated telephone helpline. They will handle casework related to debt cases presented on the helpline.

The specialist debt helpline service is being run by 6 bureaux, and the money helpline advisers will be part of a distributed team, working collaboratively across bureau boundaries.

Main responsibilities

By phone, email and video conferencing the money advice helpline advisers provide an effective, holistic diagnosis of the client's problems, dealing with emergencies, helping to resolve the enquiry, identifying whether the client is able to self-help, arranging follow up meetings as necessary and handling associated casework. Accurate recording of cases will be an important responsibility of this role.

Who we are looking for

We are looking for someone who has minimum of 6 months experience in delivering specialist money advice and debt solutions for clients. We are also looking for someone who has experience of delivering complex advice on the telephone. Any applicant should have excellent communication and organisational abilities and experience of working to KPI's.

This is a new and exciting project for the CAB network and is a great opportunity for the right applicant to be involved in the development of a debt advice helpline in Scotland.

Application notes

For further details and information on how to apply, please

Email: enquiries@cabwestlothian.casonline.org.uk

Closing Date: Friday 16th April at 5pm

We are a recognised Charity; Scottish Charity Regulator (SC000630), and operates as a Company Limited by Guarantee (SC1432115) and is registered with Financial Conduct Authority (FRN 617485).