

Role Description



Job Title	Money Adviser/Trainee Money Adviser
Service	Money Advice
Responsible to	Operational Co-ordinator
Reporting Roles	Not applicable
Purpose	To deliver the Money Advice Service
Base	The role will be based at our Head Office in Martlesham Heath, Suffolk
Salary Range	£22,854 – £28,526 (dependent on experience)
Working Hours	Full time (37.5 hours per week)

Job Overview

The purpose of this role is to deliver advice, guidance and associated support following the guidelines of the ACT Money Advice Service and the successful applicant will display the skills and ability to manage and support a caseload, helping families and individuals to deal with their debt and welfare issues.

As well as assisting with issues as they arise, you will also be expected to help develop the financial capability of those we assist. Assisting with both the delivery and further development of the Money Advice Service are key aspects of the role.

Our operating model is one where we deliver our services on an outreach basis, working with people in a range of locations. Although based at our HQ, it is important that you have access to your own transport, as from time to time, you will have to travel throughout Suffolk and neighbouring areas.

Working with a wide range of agencies, including some directly involved in money advice/financial capability services, you will need to maintain current relationships and build new ones, so good communication skills are an essential part of the role.

Responsibilities and Duties

- Deliver advice, guidance and associated support to service users and colleagues.
- Deliver Money Advice and Financial Capability Services in accordance with the Service Action Plan.
- Responsible for managing and supporting a caseload, many of which will be vulnerable service users.
- Providing relevant information to the Operational Co-ordinator on the performance of the service.
- Generating effective working relationships with both local and national Money Advice providers.
- Ensuring that support is delivered in a way that empowers individuals to take ownership of their lives.
- Liaising with relevant partner agencies in order to meet the needs of the individuals and increase the options available to them in moving on within two years.

Skills, qualifications, knowledge and understanding required

- Risk assessment and risk management
- An ability to work in a solution focused way
- Ability to challenge and change entrenched patterns of behaviour
- Confidence to challenge other service providers.

- Working to targets and deadlines
- Safeguarding Adults and Children
- Ability to make good quality case notes, uploaded within the relevant time scales
- An Approved Intermediary for Debt Relief Order applications or someone willing to undertake training to achieve this. You will be given guidance and support in order to achieve the necessary standard.

Additional requirements

- Must have a full driving license and access to own transport as travel around the county will be involved.