

CITIZENS ADVICE COUNTY DURHAM Trainee/Debt Adviser

We are excited to announce that we are currently seeking to recruit Debt Advisers to join our thriving charity within County Durham. This is an excellent opportunity to join one of the UK's leading charities. We pride ourselves on being non-judgemental and impartial. You will be part of our amazing team based in our Debt advice service, who are committed to providing support to clients within our community, and across England and Wales. If you have a background in advice work, then this role will give you the job satisfaction and the reward you are looking for.

Role: Debt Adviser/Trainee Debt Advisor

Hours: Full time – up to 37 hours per week

Salary: £24,102 - £26,780

Location: Citizens Advice County Durham

Closing date for applications: 4th April 2025

Proposed date for interview: 14th April 2025

Where a large number of applications are received, we may pause or close recruitment early.

Context of role:

The purpose of the role is to provide tailored advocacy, advice and support to individuals and families struggling with debts and provide them with help to overcome and prevent them from falling into similar situations again. Advice is provided to the local clients of County Durham through a variety of channels.

Whilst the successful candidate will ideally have experience of a debt project and have completed training to caseworker level, we are open to applications from candidates who require training to attain the required specialist debt advice accreditation.

Candidates should be able to demonstrate excellent communication skills, with good understanding of interviewing skills and general advice work.

Then we want to hear from you!

Whilst working for us you will be a part of our amazing team; you will have a fantastic opportunity to achieve great things. You will definitely get the best feeling at the end of a day after you have helped many people in need. We'd like you to have the best career opportunities working for us supporting you every step of the way.

To request an application pack please contact: recruitment@citizensadvicecd.org.uk

Please note we do not accept CV's, to download an application pack visit:
<https://www.citizensadvicecd.org.uk/jobs/>

What we offer, there's lots:

- From 1st April 23 CACD have committed to become a real living wage employer.
- Our employment package includes a pension scheme which if contributed to provides added peace of mind in form of a death in service plan.
- 28 days holiday plus bank holidays from your first day of employment with an increase to 33 days after 5 years of employment.
- We invest in our staff with excellent training and development opportunities as well as investing in staff welfare and mental health.
- As a member of the team, you'll have access to Mental Health Champions, Mental Health Strategy, wellness action plans, employee assistance program and peer to peer support across the Citizens Advice network.
- Our policies written to support our team include Dignity at work, Equality and Diversity, a range of Paternity Leave policies, Parental Leave, Working Carers and Menopause.
- We have fruit in every office and sometimes we really enjoy cake.

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.** 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](#) and to better understand why we ask for certain information, how we use it and how we store it.