

Debt Assistant

Personal criteria

Essential criteria:

1. Good standard of literacy and numeracy, including an ability to check the accuracy of calculations and to communicate effectively both verbally and in writing
2. Experience of using figures and undertaking calculations in a work environment
3. Good interpersonal skills and interaction with others; demonstrable customer care skills and the ability to listen and question effectively
4. Ability to use IT systems/packages and electronic resources to research and to record information
5. Experience of managing time against competing priorities and a varied workload with the ability to monitor and maintain service delivery against agreed targets in a busy environment.
6. An understanding of debt related issues in society and their impact on individuals
7. An understanding of and a commitment to client empowerment.
8. A commitment to equality and the skills to engage, communicate and work with a wide range of people from different backgrounds and with a range of abilities.
9. Ability to monitor and maintain own standards, working to a high quality.
10. Flexibility and willingness to work as part of a team, supporting others
11. Ability and willingness to work within guidelines, protocols and procedures and using existing systems.

Desirable criteria:

1. Experience of providing advice or information by telephone and an understanding of the issues involved in interviewing clients on the telephone and through other digital media
2. Familiarity with the Citizens Advice's Common Initial Assessment framework
3. Experience of working in a debt related environment