



**Nottingham
& District**

Debt Advice Co-ordinator

Job pack

Thank you for your interest in working at **Citizens Advice Nottingham & District**. This job pack should tell you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you will find:

- Our values
- 3 things you should know about Citizens Advice
- How the Citizens Advice service works
- Information about the organisation
- The Job Description and Person Specification

**Closing date for
applications:**

9.00am 12 January 2026

Anticipated start date:

As soon as possible

Our values

We're inventive. We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

We're generous. We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

We're responsible. We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.

3 things you should know about Citizens Advice

1. We're local and we're national. We have 6 national offices offering direct support to people in over 265 independent local Citizens Advice services across England and Wales.

2. We're here for everyone. Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

3. We're listened to - and we make a difference. Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

How the Citizens Advice service works

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 265 LCA members.

The national charity includes:

- 1,000 national staff working in one of 4 offices (or as homeworkers), or as part of the Witness Service from over 240 courts across England and Wales
- 2,500 Witness Service volunteers

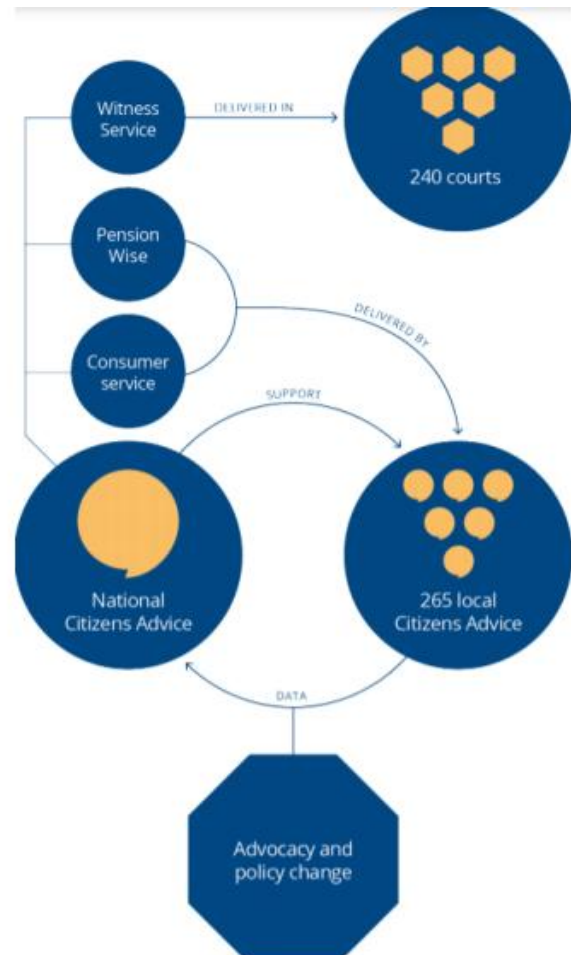
The local network members are all independent charities, delivering services from:

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

They do this with:

- 7,700 local staff
- over 21,300 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live.



Information about Citizens Advice Nottingham & District

Citizens Advice Nottingham & District is a large Local Citizens Advice (LCA) covering the area of Nottingham City, Gedling Borough and Rushcliffe Borough.

Every year thousands of people come to us for free, independent, confidential, and impartial advice and information. We're here for everyone and help with problems like managing debt or household bills, understanding rights at work, housing issues, claiming Universal Credit, employment law and much more.

The Citizens Advice service aims to:

- provide the advice people need for the problems they face.
- improve the policies and practices that affect people's lives.

In the year 2024/25 we helped 11,286 people and our debt team helped people manage a total of £4,341,678 debt and £769,268 was written-off with our help. Across the service we helped people increase their income by £9,560,035.

Citizens Advice Nottingham & District is a brilliant and dedicated team of 49 paid staff and 63 volunteers who go out of their way to support everyone who comes to us.

We operate a number of projects including Help to Claim, MS Society and Advice on Prescription across a number of locations.

Through our daily interaction with clients, we have a credible understanding of local needs. We use our data and insight to tailor our services, as well as help improve policies and practices locally.

We put our clients' needs at the heart of our decision-making.

You can find out more details about our charity at www.citizensadvicenottingham.org.uk



Our Culture

At Citizens Advice Nottingham & District our people are at the heart of everything we do – without them, we wouldn't be able to deliver the first-class service we provide every day. We offer much more than a place to come to work; we offer the chance to be part of a team that is welcoming and inclusive, a role that makes a difference to people's lives, particularly during the current cost of living crisis, and somewhere that recognises that work is only one part of your life – getting the right work life balance for **you** is important to **us**.

In our recent People Survey 2024, our staff told us that:



88% of people agreed or strongly agreed that their views are listened to and valued



97% of people agreed or strongly agreed that over the last 12 months people have treated each other with fairness and respect



91% of people agreed or strongly agreed that they would recommend our organisation as a place to work

What we give our staff

We value the people who work here – and we show that in what we offer. As well as things like annual leave and our workplace pension, working at Citizens Advice means getting access to many benefits.

- A commitment to your development. We have a coordinated staff training and development strategy. This means that training will be provided both for your current job and for your development.
- Support when things in your life change. We'll be there for you with options for flexible working, career breaks, and support for parents and carers.
- All staff, volunteers and trustees are signed up to TogetherAll for support with mental health and wellbeing.
- Casual dress code – wear what makes you feel comfortable
- 6.2 weeks paid annual leave (pro-rata)
- Hybrid model of working.
- Generous employer pension contribution.

Equality and Diversity

Citizens Advice as a service and network is fully committed to stand up and speak up for those who face inequality and disadvantage. We want this to be reflected in the diversity of the people who work for us.

To help us achieve this, we aim to make our recruitment process as fair as it can be. We also offer support to disabled candidates to make sure no one loses out on a role because of their condition.

We're committed to progress on age, disability, gender, race, religion and belief, sexual orientation and broader equality and human rights issues.



Debt Advice Co-ordinator

We are looking for a Debt advice co-ordinator to join our General Advice team to develop the capacity of volunteer advisers to assist clients with debt problems and to support the debt casework team.



Job description

Job title:	Debt Advice Co-ordinator
Contract term	Permanent
Reporting to:	Head of Service Delivery
Salary:	£22,524 per annum for 30 hours (£27,780 full time equivalent)
Hours:	30 hours per week
Employers' Pension contribution:	5%
Location:	Hybrid working in our Nottingham city centre office, outreach and from home
Purpose of the job:	<p>To support and develop volunteers with all aspects of debt related enquiries and to assist debt caseworkers by taking referrals from them for Discretionary Housing Payment (DHP) and charitable trust applications.</p> <p>Working closely with a team of Advice Supervisors, develop and implement a system for supervising, supporting and the continuous development of volunteers.</p>

Main duties and responsibilities

- Support volunteers with all debt enquiries arising during the advice session
- Ensure compliance through checking case records
- Manage trust fund/DHP referrals using a team of volunteers and support and supervise them in this work, including developing new volunteers as and when needed
- Provide backup to Advice Session Supervisor when required
- Be the main contact from the General Advice team to liaise with the Debt Supervisors on debt related issues and Citizens Advice/Money Advice Service requirements that have implications for the General Advice Service
- Work with Advice Supervisors to develop and deliver debt training for new volunteers, and to identify existing volunteers' training needs and how these can be addressed through ongoing refresher training
- Participate in regular supervisor meetings
- Develop and maintain administrative systems for good case management which can be picked up by supervisors in Debt Advice Co-ordinator's absence
- Develop and maintain records to measure success on an ongoing basis and produce quarterly reports for funder
- Manage any other project work which fits within the debt remit of this role

Social Policy

- Identify relevant social policy issues and, together with other members of the team, take responsible appropriate action on a national or local level
- Assist in monitoring the service provision to ensure it reaches the widest possible client group

Professional development

- Participate in own supervision and appraisal
- Work with line manager in identifying learning needs and appropriate ways of meeting them
- Attend relevant internal and external meetings and training, as agreed with line manager
- Engage in own supervision

Other duties and responsibilities

- Ensure that the Aims and Principles of Citizens Advice are upheld and that all tasks are carried out within the organisation's equal opportunities policies.

- Work within health and safety guidelines and principles, sharing responsibility for own health and safety and that of colleagues
- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service



Person specification

Essential criteria

- Recent debt advice experience, preferably within a not-for-profit advice setting
- Be able to identify debt emergencies, priority and non-priority debts and appropriate next steps
- Ability to support, guide, and mentor individuals to develop skills and competence
- Ability to give and receive feedback objectively and sensitively and willingness to challenge constructively
- Ability to analyse and interpret complex information
- An understanding of office administrative systems and a willingness to follow agreed procedures
- Ability to prioritise own work and the work of others, meet deadlines and manage workload in a pressured environment
- Ability to maintain clear and accurate case records
- Good IT skills in particular use of word processing, databases, spreadsheets, email and internet
- Understanding of the issues involved in interviewing clients
- Understanding of the issues affecting society and their implications for clients
- Ability and willingness to work as part of a team
- Commitment to the provision of independent, impartial and confidential advice services
- Understanding of, and commitment to, the development of equal opportunities policies and practices