



**citizens
advice**

**North East
Derbyshire**

Job Pack

**Trainee Debt
Caseworker**





Thank you for your interest in working at Citizens Advice North East Derbyshire. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice North East Derbyshire.

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About Us

For over 50 years Citizens Advice North East Derbyshire has been providing free, independent and impartial advice to residents of North East Derbyshire and Bolsover Districts.

We are proud of our longstanding commitment to providing advice to our local community and, along with the other Derbyshire local Citizens Advice services, we have led the way nationally through our partnership with Derbyshire Public Health and GP surgeries to provide advice in a variety of GP surgeries and community venues to meet people at the point of need.

In recent years we have innovated our service to introduce more telephone and digital advice provision, whilst still maintaining excellent standards of advice and client feedback.

As part of the national Citizens Advice network we have a nationally recognised brand which is trusted. Our research and evidence have a real impact on behalf of those who rely on us. We link with a wide network which gives us access to support and knowledge, whilst at the same time we are locally focussed with insight into the issues facing our local community.



The Role

Citizens Advice North East Derbyshire has a history of providing advice and support to our local community in accessible locations. We currently have an opportunity for someone to join our busy and growing money and debt advice team as a debt caseworker.

As people continue to feel the effects of the cost of living crisis, this role will provide increased capacity as we continue to see increased demand for debt advice in our community.

The successful candidate will join an experienced and knowledgeable debt advice team and will be provided with in depth training to reach Money and Pension Service accredited standards. This role is ideally suited to a trainee or someone who has worked in advice and is looking to develop new skills, but we also welcome applications from experienced debt advisers.

The role will principally be based in our Clay Cross office but there may be a requirement to travel to our other offices around North East Derbyshire and Bolsover Districts or to other venues for team meetings.

The role is full time (37 hours) but we are open to negotiation depending on the candidate and the needs of the service. Our working week is Monday - Friday.

Citizens Advice North East Derbyshire is a Living Wage employer and we commit to paying the Living Wage as a minimum standard for our employees as well as ensuring that we pay a fair wage for the work done.

To apply email an application form (available from our [website](#)) to recruitment@nedcab.org.uk.

Job Details

Job Title:	Debt Caseworker Suitable for experienced or trainee
Location:	Clay Cross
Hours:	37 hours p/w
Salary:	£24,242 - £29,166 (depending on experience) (See also 'What we give our staff')
Contract Type:	Fixed Term for 12 Months (With extension subject to funding)
Start Date:	ASAP
DBS:	Basic
Closing Date:	23:59 Monday 25 August 2025 (Applications may close early if a suitable candidate is found sooner)
How to apply:	Email an application form to recruitment@nedcab.org.uk



Role Profile

Advice giving

- Interview clients using sensitive listening and questioning skills in order to allow clients to explain their problem(s) and empower them to set their own priorities.
- Use appropriate resources to find, interpret and communicate the relevant information to clients.
- Research and explore options and implications so that clients can make informed decisions.
- Act for the client where necessary by calculating, negotiating, drafting or writing letters and telephoning.
- Negotiate with third parties such as statutory and non-statutory bodies as appropriate.
- Ensure that all work conforms to the organisation's office manual and the Advice Quality standard / Legal Aid Agency's Quality Mark / other funding requirements, as appropriate.
- Ensure that work reflects and supports the Citizens Advice service's equality and diversity strategy.
- Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.
- Take ownership for monitoring own workload e.g. proactively reviewing progress on current cases, outcome of completed cases and quality control.

Research and Campaigns

- Assist with research and campaigns work by providing information as appropriate.
- Alert clients to research and campaign options.
- Professional Development
- Keep up to date with legislation, policies and procedures and undertake appropriate training.

Administration

- Attend relevant internal and external meetings as agreed with the line manager.
- Prepare for and attend supervisor session/team meetings/staff meetings as appropriate.
- Use IT for statistical recording of information relating to research and campaigns and funding requirements, record keeping and document production.
- Ensure all work conforms to the organisation's systems and procedures.
- Create and maintain filing systems in accordance with the organisation's systems and procedures.

Other

- Complete required training to comply with quality assurance processes.
- Carry out any task that may be within the scope of the post to ensure the effective delivery and development of the service.
- Have an awareness of safeguarding issues and experience of working to safeguarding policies.



Person Specification

Essential Criteria (Applicants must demonstrate these points in the application form)

1. Ability to commit and work within the aims, principles and policies of the Citizens Advice service.
2. Understanding of equality and diversity and its application to the provision of advice.
3. Excellent interpersonal and communication skills.
4. An understanding of the issues affecting society and their implications for the client and service provision.
5. A proven ability to research, analyse and interpret complex information, produce and present clear reports verbally and in writing (this experience could be from education, hobbies, volunteering or employment).
6. Ability to systematically manage a varied workload, prioritise and meet deadlines under pressure.
7. Ability to understand statistics and check accuracy of calculations.
8. Good organisation skills
9. Knowledge of IT systems
10. Willingness and ability to travel within North East Derbyshire and Bolsover

Desirable Criteria

11. Have previous experience providing generalist or debt casework.
12. Be an approved intermediary for Debt Relief Orders.

In accordance with Citizens Advice national policy we may require the successful candidate to be screened by the DBS. However, a criminal record will not necessarily be a bar to your being able to take up the job.

What we give our staff



Enhanced Annual Leave



Pension Scheme



Hybrid working available



Contractual Sick Pay



Ongoing training opportunities



EAP, Health & Wellbeing Provision



Enhanced Annual Leave

Full-time employees are entitled to 8 weeks paid annual leave in each annual leave year (which includes all statutory holidays). In the case of full-time employees working a five-day week, this equates to 40 days paid annual leave (including the eight statutory holidays).

Contractual Sick Pay

Employees are entitled to additional sick pay based on length of service up to a maximum of three months full pay and three months' half pay.

Hybrid Working

Many of our staff work from a mixture of office, outreach or home locations. We are happy to organise this subject to the needs of the service and manager approval.

Pension Scheme

Citizens Advice North East Derbyshire provides an employee pension scheme. Further details of this scheme will be provided to the successful applicant at offer and contract stage.

Health Provision

We provide a Wellbeing programme which includes a private health scheme (via Health Shield) for employees who wish to opt in as well as access to an Employee Assistance Programme. Working in collaboration with Derbyshire County Council we have been awarded the 'We Pledge' certification for making mental health a priority in our work place.

Equality & Diversity

We recognise the positive value of diversity, promote equality and challenge unfair discrimination. We recognise people with diverse backgrounds, skills, attitudes and experiences bring fresh ideas and perceptions, and we wish to encourage and harness these differences to make our services more relevant and approachable. We will not discriminate or tolerate discriminatory behaviour on the grounds of race, colour, sex, transgender, disability, nationality, national or ethnic origin, religion or belief, marital/partnership or family status, sexual orientation, age, social class, educational background, employment status, working pattern, trade union membership or any other factor that is not relevant to your potential employment. Our values include a commitment to equality and fairness, and to valuing each other. We expect all employees to have read, understood and behave in accordance with the principles of our Equality and Diversity Policy.

Dignity at Work

Citizens Advice North East Derbyshire is committed to providing a culture in which all staff value each other and can work together to their full potential in an inclusive environment free from harassment, bullying and other unacceptable forms of behaviour. Our values include commitments to work together and value each other.



We can't wait to hear from you

References

Job offers are conditional subject to satisfactory references. Ideally these should both be from former employers, but Citizens Advice North East Derbyshire will consider academic or personal references from people who are able to comment on the candidate's suitability for the role. References will be requested once a conditional offer of employment has been made.

Criminal Convictions

Anyone who applies to work with Citizens Advice North East Derbyshire will be asked to disclose details of unspent convictions during the recruitment process.

Having a criminal record will not necessarily bar you from working with Citizens Advice North East Derbyshire - much will depend on the type of job you have applied for and the circumstances of the offence.

Disclosure and Barring Service (DBS) disclosures are only requested where proportionate and relevant to the post concerned, the role of Debt Caseworker requires completion of a DBS check.

For further information please email recruitment@nedcab.org.uk