

Job Pack

Citizens Advice Greenwich

Debt Adviser and Supervisor

The Role

This role is to provide debt advice and casework to people living in the Royal Borough of Greenwich in London and to provide support and supervision to our generalist and debt advisers. The role also involves checking cases and casework support to ensure that quality of advice standards are met.

This post reports to the Greenwich Advice Services Manager.

The role is based at our offices in Woolwich and involves providing advice to clients face-to-face, including at outreach venues.

You will need to be able to work well as part of a team and independently and be committed to our policies, aims and objectives.

The role involves the following:

Advice

- Providing debt and generalist advice and casework to the public.
- Ensuring that the advice you give is compliant with Citizens Advice Quality of Advice standards, FCA and other relevant standards
- Act as a Debt Relief Order Intermediary (training can be provided)

Supervising

- Manage the practicalities of the advice session and ensure adequate staffing and resource.
- Keep technical knowledge up to date and provide appropriate level of support and supervision to individual workers depending on their level of competence.
- Ensure remedial and developmental issues are identified and acted on to develop individuals, improve the quality of service and ensure clients do not suffer detriment due to poor or inadequate advice.

- Monitor the case records / telephone calls of designated staff to meet the stipulated standard and service level agreement.
- Keep up to date with research and campaigns issues and ensure that this is promoted and integrated in a way relevant to the role.

Staff support and supervision

- Identify learning and development needs of designated staff
- Maintain effective admin systems and records, work cooperatively with colleagues, encourage good team work and clear lines of communication. Attend regular internal and external meetings.
- Create a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and staff perform optimally.

Learning, Development & Training

- Identify learning and development needs of designated staff and contribute to the organisation's plan.
- Facilitate inclusive group and / or one to one learning and development activities.
- Organise internal and external learning and development activities to ensure the competence and continuing development of designated staff.

Networking

- Develop links with relevant statutory and non-statutory agencies relevant to the role.
- Use skills and competences to promote the organisation and foster good relationships with external organisations.

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.
- Travel within the Borough, for example to outreach advice sessions

Person specification

Essential Criteria

1. Proven ability to provide generalist and debt advice and casework.
2. Ability to communicate effectively verbally and in writing, conduct research and analyse & interpret complex information to produce and present reports clearly.
3. Demonstrable understanding of the issues involved in interviewing clients, an up-to-date understanding of equality and diversity – its application to providing advice and the supervision and development of staff.
4. Commit to, and work within, the aims, principles and policies of the Citizens Advice service, demonstrating the understanding of issues affecting the society and the implications of this on the client and the service.
5. Proven ability to manage / supervise others including ability to develop and motivate staff as well as ability to give and receive feedback objectively and sensitively.
6. Proven ability to monitor and maintain service delivery against agreed targets as well as monitor and analyse statistics and check accuracy of calculations.
7. Proven ability to supervise and monitor advice work and to maintain casework systems and procedures, use of IT systems and packages, electronic resources in the provision of advice and the preparations of reports and submission.

Terms and conditions

- Salary £38,406 p.a. *(please note that this is not linked to the NJC scales and there is no automatic annual salary increase)*

- Full-time (5 days per week) – 35 hours

Closing date 2nd December 2025 at 9am

Interview date 10th December 2025