Trainee Money Adviser – Money Advice Plus

Salary:	NJC scale point 10-13 £21,695 to £23,023 pa gross (based on full-time (35 hour) week), plus 4% employer's pension contribution
Hours:	35 hours pw – part-time applicants welcome (minimum 21 hours per week)
Contract:	Permanent
Location:	Based in our Hove Town Hall office, plus some outreach working across Brighton and Hove.
Annual leave:	Full-time entitlement to 25 days (rising to 30 days over 5 years), plus Bank Holidays and 2 days extra leave at Christmas/New Year. Leave, including Public Holidays, will be pro-rata according to hours worked.
Responsible to:	Client Services Manager

Closing date : 19th August
Interviews to be scheduled: 24-26th August

Applications to: jacquie.ballard@moneyadviceplus.org.uk

If you would like to find out more about the role, or what it's like working for Money Advice Plus please email jacquie.ballard@moneyadviceplus.org.uk and one of the managers will call you back for a chat.

About Money Advice Plus

We provide debt, benefit and money management services to tackle some of the causes and effects of poverty and help protect people from financial abuse. We have offices in Hove and Eastbourne and work both locally and nationally. We aim to make a difference to people's lives by helping them to manage their money, achieve greater financial independence and decrease their anxieties about debt. We have a money management service that provides practical support and can receive and distribute income on clients' behalf.

Working for Money Advice Plus

You will be joining a large friendly and supportive team of Money Advisers and Money Support Workers based in our Hove office. We are looking for someone who wants to use their ability to learn, communicate and empathise to become a skilled debt and benefit adviser.

You will be trained and supported to take a person-centred approach to advising clients on how to take control of their finances and improve their ability to manage on the money they have. As a Trainee Money Adviser you will have scheduled and "on-demand" support from the team. All relevant training will be provided to enable you to work to the Advice Quality Standard (AQS) level.

The work is varied and interesting, and our team are very experienced in working with clients who often find it hard to engage with advice, so you will become agile in working in flexible and innovative ways to help clients find tailored and sustainable outcomes to meet their advice needs. We are unique in offering both debt and benefit advice at once and believe that to do so gives clients a genuinely holist money advice experience.

We routinely deliver our service through one-to-one appointments from our offices, in different local outreach venues, by telephone, and occasionally via home visits. We also provide drop-in services at Foodbanks and other venues across the city.

Please note this role requires a satisfactory Disclosure and Barring Service check (to be completed through Money Advice Plus on appointment).

More information about Money Advice Plus and our work can be found on our website www.moneyadviceplus.org.uk

Job Description of Trainee Money Adviser

As a Trainee you will:

· work through our training programme and commit to self-directed study, according to an agreed plan and under direction of your manager and casework supervisor.

· carry out work alongside Money Advisers whilst learning the role, then take on your own caseload in a planned way

· work towards attaining knowledge & qualifications required of a Money Adviser

· take an active part in regular meetings.

Your daily tasks may include:

Shadowing Money Advisers delivering advice services, and doing follow up work as directed, including:

· writing letters

· filling forms (applications for benefits & charitable funds)

· telephone calls to clients, third parties etc

· maintaining contact with client

· drafting budgets & financial statements

· any other work delegated under the supervision of a Money Adviser

Person Specification for Trainee Money Adviser (TMA)

We are looking for someone who has the following experience, knowledge and abilities:

1. An understanding of issues affecting clients in debt and facing financial exclusion.

2. An understanding of the importance of confidentiality, independence and impartiality in giving advice.

3. Excellent oral communication skills, including telephone manner.

4. Ability to work on a self-supervision basis, prioritise their own work and meet deadlines.

5. Ability to listen, analyse information and identify issues and explain complex information in a clear effective way.

6. Strong writing & numeracy skills

7. Confident using IT and committed to learning systems for recording and tracking work.

8. Preferably experience of working in a team, especially doing work as delegated.

9. Preferably experience of working with individuals who may be distressed or angry.

10. A commitment to professional development, and working towards qualified Money Adviser status.