



**Derbyshire
Districts**

Money Adviser

37 hours per week

Information pack

Thanks for your interest in working at Citizens Advice Derbyshire Districts. This information pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you'll find:

- Our values
- 3 things you should know about us
- Overview of Citizens Advice and Citizens Advice Derbyshire Districts
- The role profile and personal specification
- Terms and conditions
- What we give our staff
- Guidance notes for completing the application form

Want to chat about this role?

If you want to chat about the role further, you can contact HR@ddcab.org.uk to setup a phone call with a service manager.

To view the recruitment pack and download the application form visit:

<https://www.citizensadvice.derbyshiredistricts.org.uk/vacancies/>

Please send a CV with a completed application form to: HR@ddcab.org.uk

Closing date for applications: Rolling – applications will be considered when they are received.

Interview date: To be confirmed

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 us

1. **We're local and we're national.** We have 6 national offices and offer direct support to people in around 300 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 Citizens Advice Derbyshire Districts works

Derbyshire Districts operates across five Local Authority areas in Derbyshire (Amber Valley, Derbyshire Dales, Erewash and High Peak). We are a large and progressive organisation with seven offices spread throughout the districts. Our main office locations are Buxton, Ilkeston and Matlock. We are an independently funded charity receiving a number of different grants and contracts to fund our work.

Derbyshire Districts currently has a staff population of approximately 70 individuals and volunteer team of 150. The organisation is managed by the Chief Officer with a team of two senior operations managers, a finance manager and a team of service managers.

Derbyshire Districts is a large organisation in Derbyshire with an average income of approximately £2.5 million.

Overview of Citizens Advice

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.

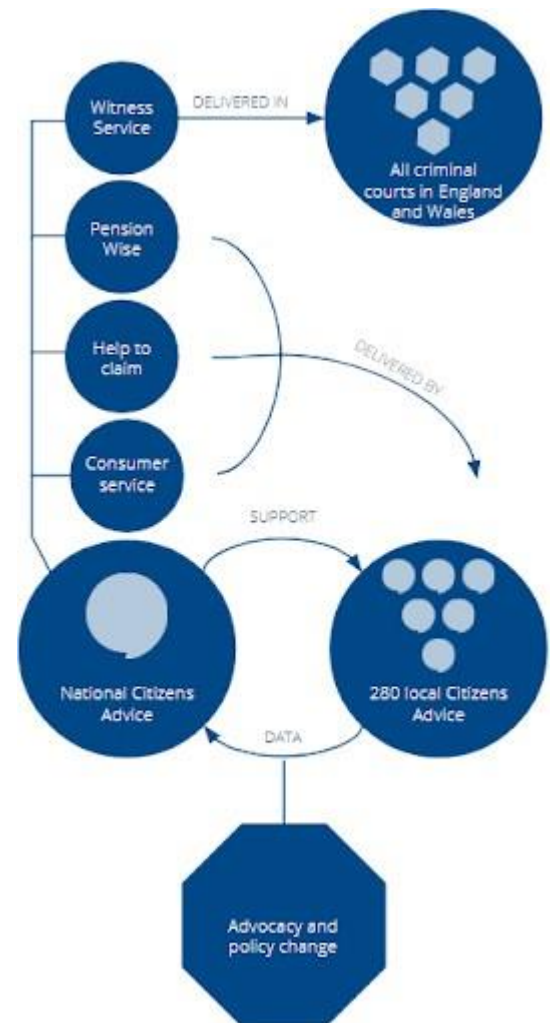
This role sits our network of independent charities, delivering services from

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

They do this with:

- 6,500 local staff
- over 23,000 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.



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.
- **Employee assistance programme.** Everyone working at Citizens Advice has immediate access to professional and completely confidential counselling and legal advisory services.
- **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.



The role: Money Adviser

Team: Money Advice

Reports to: Advice Service Manager

Purpose of the Job: To provide essential administrative support to the Money Advice team and the associated Advice Service Manager.

Key Responsibilities

Correspondence, Reports, and Documents

- Type letters, documents, and reports as needed
- Maintain and update statistics, producing reports in the prescribed format
- Extract information from spreadsheets and databases

Reception

- Book and manage appointments for the Money Advice team
- Provide clients with information about the services offered
- Track and record the use of interview rooms
- Inform advisers of the order in which clients are to be seen and assign interview rooms accordingly

Administration

- Operate office machines (photocopier, printer, etc.) as needed
- Create and maintain filing systems and online systems in line with office procedures
- Maintain stocks of leaflets and posters, and order from suppliers as necessary
- Review monthly updates from Citizens Advice, CALS and MaPS for completeness
- Update both the hard copy and electronic information systems
- Maintain local information systems
- Manage diaries and work records
- Answer phones, refer calls, and take messages
- Respond to and send emails

Other Duties and Responsibilities

- Carry out other tasks that may be reasonably required to ensure the effective delivery and development of the service.
- Uphold the aims and principles of the Citizens Advice service, including its commitment to equity, diversity and inclusion.
- Support staff wellbeing and help to maintain a balanced and healthy working environment.
- Comply with all health and safety guidelines and take shared responsibility for personal and team safety.
- Identify and address personal learning needs in line with professional development goals.
- Work within all organisational policies and procedures.

Teamwork and Relationships

- Maintain positive and professional working relationships with all colleagues.
- Participate in team meetings, training sessions, and service reviews as required.

This job description is not exhaustive or exclusive. It provides a summary of the main areas of responsibility and may be amended in line with the evolving needs of the organisation.



Person specification

- Experience in providing administrative support and maintaining office systems
- Commitment to the aims, principles, and policies of the Citizens Advice service
- Strong understanding of equality and diversity, and its application in service provision
- Ability to maintain high standards of work
- Skilled in planning and organizing tasks to meet deadlines under pressure
- Able to work independently and as part of a team
- Excellent verbal communication skills, with the ability to interact professionally both face-to-face and over the phone
- Clear and accurate writing skills, including drafting routine correspondence and taking meeting notes
- Proficient in IT packages, including word processing, spreadsheets, and database software; capable of using email and managing an electronic calendar
- Ability to research, analyse, and interpret information
- Good numeracy skills

This person specification is not exhaustive or exclusive and may be amended in line with the evolving needs of the organisation.



Terms and conditions

Money Adviser (Trainees Considered)

Hours: Full-time (37 hours per week –some flexible working)

Location: Ilkeston (hybrid mix of home and office working)

Contract: 1-year (with potential to extend or become permanent)

Salary: £26,366 to £28,825 per annum (depending on experience)

- **Generous Annual Leave Entitlement:** 35 days per year (pro rata)
- **Buy/Sell Annual Leave Scheme:** buy or sell up to 1 week of annual leave (pro rata)
- **Employee Assistance Programme:** including perks, wellbeing activities and free counselling
- **Contractual sick pay:** (amount dependent on length of service)
- **Long Service Awards:** Additional leave days and gift cards awarded above 5 years of service
- **Pension:** Auto-enrolment workplace pension, with 6% employer contribution and a 2% employee contribution.

In accordance with Citizens Advice policy the successful applicant will be required to undergo a Disclosure and Barring Service (DBS) check. Please get in touch to see our policy on DBS checks and ex-offenders.



Guidance notes for applicants

Application form

The form should be completed in black ink, black ballpoint pen or typed. Return the form by post or email. If you return the form by email, there is no requirement to send a hard copy in the post. CVs will not be accepted as a substitute for the application form, unless specifically stated in the advert.

Disability

Please let us know if you require any adjustments to be made to the application process or would like to provide any information you wish us to consider when we are considering your application. If you are selected for interview, we will ask you to let us know if you have any access needs or may require reasonable adjustments to the interview or assessment (if applicable) at that stage. Please be assured that we will be supportive in discussing reasonable adjustments with you at any stage of the recruitment and selection process.

Entitlement to work in the UK

A job offer will be subject to confirmation that you are permitted to work in the UK in accordance with the provisions of the Asylum and Immigration Act 1996. You will be asked to provide evidence of your entitlement to work in the UK if you are successful and an offer of employment is made. Please note that we do not hold a sponsor licence and therefore cannot issue certificates of sponsorship under the points-based system.

Information, experience, knowledge, skills and abilities

The person specification lists the minimum requirements for this post. When shortlisting for interview the selection panel will only consider the information contained in your application form and will assess this against the person specification.

The selection panel cannot make assumptions about the nature of the work you have done or your experience from a list of job titles. It is therefore important that you use the space provided to demonstrate how you meet the requirements. Paid and voluntary work are not the only experiences worth quoting. Other life experiences and skills may be just as valid.

If you are shortlisted for interview, the selection panel will ask you questions based on the person specification which will cover the areas in more detail.

References

All job offers are subject to the receipt of two satisfactory references. One should be from your current or most recent employer or line manager or your course tutor if you have just left full-time education. The other should be someone who knows you in a work related, voluntary or academic capacity. Both referees should be able to comment on your suitability for the role. References will only be taken up for successful candidates following interview.

Criminal convictions

Anyone who applies to work within Citizens Advice Derbyshire Districts will be asked to disclose details of unspent convictions during the recruitment process. Having a criminal record will not necessarily bar you from working for us – much will depend on the type of job you have applied for and the background and circumstances of your offence. However, we are not able to employ anyone with a conviction for a sexual offence against a child or vulnerable adult, regardless of when the offence took place. All other convictions will be considered on an individual basis. Please get in touch to see our policy on criminal background check.



Please add your covering letter here, insert or attach a copy of your CV and return to hr@ddcab.org.uk.

Name:			
Vacancy:			
Brief description of why you will be suitable for this role:			
References:			
Please provide the names, addresses, telephone numbers and email addresses of two people who may be approached for references. One of these should be your present or most recent employer, the other could be someone who knows you in a work related, voluntary or academic capacity. Both referees should be able to comment on your suitability for the post applied for. References will only be taken up for successful candidates following interview.			
Referee 1			
Name			
Organisation			
Address Postcode			
Telephone			
Email			
In which context does this referee know you?			
Referee 2			
Name			
Organisation			
Address Postcode			
Telephone			
Email			
In which context does this referee know you?			
Entitlement to work in the UK To take up this post you must have the right to work in the UK. Please note that Citizens Advice Derbyshire Districts does not hold a sponsor licence and, therefore, cannot issue certificates of sponsorship under the points-based system.			
Do you have an entitlement to work in the UK? Yes / No			

Criminal Convictions

The successful candidate will be required to undertake a Disclosure and Barring Service check. The possession of a criminal record will not necessarily prevent an applicant from obtaining this post, as all cases are judged individually according to the nature of the role and the background and circumstances of your offence. More information can be found in the information pack. Please get in touch to see our policy on criminal background checks.

Have you had any previous convictions not regarded as spent under the Rehabilitation of Offenders Act 1974? Yes / No

If yes, please provide details of the offence and the date of conviction:

Declaration

Data Protection Statement: I consent to this information being processed and stored for the purpose of recruitment and selection at Citizens Advice Derbyshire Districts, and if appointed, for the purposes of employment at Citizens Advice Derbyshire Districts.

I confirm that to the best of my knowledge, the information I have provided in the recruitment process is true and correct. I understand that if appointed on the basis of false information, I may be summarily dismissed.

Signed:

Date:

Confidential diversity monitoring form :

Please note this section will be detached before sending your application to the recruitment panel for shortlisting. The panel will not see this information and it will not affect your application.

The Citizens Advice service is committed to valuing diversity and promoting equality. We encourage and welcome applications from suitably qualified candidates from all backgrounds regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

In order to achieve these aims we need to know about the diversity of people who apply to work in the service. Please help us by providing the information requested in the form below

Data protection overview

If you are happy to provide it, we will use this information for the sole purpose of allowing us to monitor the diversity of our applicants. The information you give us will be kept securely, won't be shared outside the service and is confidential. It will not be seen by anyone responsible for making recruitment decisions or have any impact on you directly.

If you are successful in your application and we require this information for other purposes, you will be asked to provide it separately - i.e. this form will not be used for other purposes. If you would prefer not to answer any of the questions we ask, please leave them blank. If you would like us stop using the information you provide, please contact us.

How did you hear about this opportunity?

--

Age - Which age bracket do you fit into?

Under 25	
25 – 34	
35 – 44	
45 - 54	
55 – 64	
65 and over	
Prefer not to say	

Gender - What best describes your gender?

Female	
Male	
I prefer to use another term – please write in.....	
Prefer not to say	

Gender identity - Do you identify as *Trans?

Yes	
No	
Prefer not to say	

*Trans is an umbrella term to describe people whose identity is not the same as the sex they were assigned at birth. People under the trans umbrella may describe themselves using one or more of a wide variety of terms – including transgender.

Sexual orientation - What is your sexual orientation?

Bisexual	
Gay Man	
Gay Woman/Lesbian	
Heterosexual/Straight	
I prefer to use another term – please write in.....	
Prefer not to say	

Disability - Do you consider yourself to be disabled or do you have a long term health condition?

Yes	
No	
Prefer not to say	

Neurodiversity - Do you consider yourself to be neurodiverse?*

Yes	
No	
Prefer not to say	

*Neurodiverse is an umbrella term to describe a number of neurodevelopmental conditions including ADHD, autism, dyslexia, dyspraxia, dyscalculia and dysgraphia.

The information on this form is for monitoring purposes only. If you require any reasonable adjustments to be made in the recruitment process or at work subsequently if appointed, please make sure you tell us separately from this form. We follow the social model of disability which believes that it is the barriers created by society which disable people. We will use reasonable adjustments wherever possible to remove those barriers.

Religion or belief - Which group below do you most identify with?

Buddhist	
Christian (including all denominations)	
Hindu	
Jewish	
Muslim	
No religion	
Sikh	
Any other religion or belief – please write in.....	

Ethnic origin - How would you describe yourself?

Asian/Asian British	Bangladeshi	
	Chinese	
	Indian	
	Pakistani	
	Any other Asian Background	
	Please write in.....	
Black/African/ Caribbean/Black British	African	
	Caribbean	
	Any other Black/African/Caribbean background	
	Please write in.....	
Mixed/multiple ethnic groups	White & Asian	
	White & Black African	
	White & Black Caribbean	
	Any other mixed/multiple ethnic background	
	Please write in.....	
White	British/English/Northern Irish/Scottish/Welsh	
	Gypsy or Traveller	
	Irish	
	Any other White background	
	Please write in.....	
Other ethnic group	Arab	
	Other ethnic origin	
	Please write in.....	
Prefer not to say		

Thank you for your co-operation