



Mendip

Debt Team Administrator

Job pack

Thank you for your interest in working at Citizens Advice Mendip.

This job pack tells you about this role, how to apply and what it means to work for Citizens Advice.

In this pack you will find:

- **Our values**
- **Three things you should know about Citizens Advice**
- **Information about the organisation**
- **The job description and Person Specification**

Application closing date: 29th June 2020, 5pm

Online interview date: 8th July 2020

If you want to chat about this role further, contact Ian Byworth (CEO) by email at lanb@citizensadvicemendip.org.uk or phone on 07703 10 28 29



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 and offer direct support to people in over 290 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 (CA) - the national charity – and a network of around 300 local CA members.

The national charity includes:

800 national staff working in one of 6 offices (or homeworking), or as part of the Witness Service from over 240 courts across England and Wales

3,000 Witness Service volunteers

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

Over 600 local CA outlets

Over 1,800 community centres,
GPs' surgeries and prisons

They do this with:

6,500 local staff

over 23,000 trained volunteers

We are one of five local CA services working collaboratively across the County.

The reach of CA nationally means 99% of people in England and Wales can access a local CA within a 30 minute drive of where they live.



Debt Advice

Citizens Advice Mendip delivers specialist debt advice to around 700 people a year and we anticipate that demand will grow as the Covid-19 lock-down eases.

Our face-to-face services are delivered from five local offices around the District (Shepton Mallet, Frome, Street, Wells and Glastonbury). During the lock-down, we have focused all our advice service delivery via telephone and email, but we are looking at alternative channels for clients to access advice from us.

Our main debt advice work is for the Money and Pensions Service, but we are also funded to provide homelessness prevention and to deal with utility debts.

Our service is authorised and regulated by the Financial Conduct Authority and is also subject to quality of advice standards. Advisers will be subject to CPD requirements.

Please refer to the job descriptions for more detail of the roles available.



Application Process

Step 1

You complete an application form and equalities monitoring form and email it back to us by the deadline. Please refer to the guidance notes on how to complete the application form, and how we will handle information you provide on the application form.

Step 2

Shortlisted candidates will be offered an interview and a practical aptitude test, which will be based on the competencies or knowledge required for the role. More details will be provided if you are selected for interview.



Terms and conditions

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.