



Debt Team Administrator

We are looking for an administrator to join our dedicated advice team.

We are committed to providing support to clients within our community and to making a genuine difference to their quality of life and to improving their financial stability.

Role Description	
Job Title	Debt Service Administrator
Reports To	CEO
Location	Shepton Mallet
Hours	Part-time, 20 hours per week
Salary	£18,983 pa (pro rata)
Contract	Permanent
Benefits	33 days pa annual leave (pro rata) inc. bank holidays 6% pension contribution after probation period Flexible working Employment Assistance Programme

About The Role

This post is part of an established debt advice team, which comprises two caseworkers and an administrator.

The specialist debt advice team work to a number of contracts, with funding to deliver the Money Advice and Pension Service, homeless prevention and dealing with utility debts.

It is a busy service covering the whole district, and working from all five of our offices – Shepton Mallet, Frome, Wells, Street and Glastonbury.

Debt Service Administrator

Role Purpose

Citizens Advice Mendip (CAM) is funded to provide a specialist debt advice service, assisting clients to deal with their debts and get back on track with their lives.

The post holder will support two specialist debt advisers, assisting in the process of debt casework with some client-facing tasks, and providing administrative support.

Role Description

Casework Support

- Assisting the debt advisers with administrative elements of client casework
- Contacting creditors to establish balances, confirm circumstances, resolve paperwork issues and/or negotiate repayments
- Contacting clients and field calls from clients to explain routine situations, make or re-arrange appointments and to escalate to the Caseworker managing the case where appropriate.
- Preparing case paperwork / letters, and ensure these are correctly recorded along with key dates, etc.
- Inputting case notes on the electronic system along with correct timings and diarising for follow-up.

Administration

- Open and close cases on the case management system.
- Process credit report application requests and liaise with clients.
- Analyse and assess creditor and client correspondence for urgency and appropriate response in conjunction with the Debt Caseworker responsible for the file.
- Accurately input financial data to produce financial statements in line with the Standard Financial Statement ("SFS").
- Input, access and retrieve client and case data from a range of content management systems.
- Adapt and learn new systems and products quickly and efficiently.
- Scan and attach all relevant paperwork to individual cases
- Prepare reports for the CEO as requested
- Compliance with all CAM administrative, casework and quality procedures

IT and Telephony

- Maintain and review daily, electronic diary for working locations, absences, etc.
- Use IT for statistical recording of information relating to advice delivery, record keeping, producing statistical information and document production
- Ensure IT information assurance training is completed on an annual basis

Learning, development and training

- Identify own learning and development needs and take steps to address these
- Keep updated on legislation, policies and procedures
- Attend relevant internal/external meetings/training as agreed with line manager

Professional development

- Identify own learning and development needs and take steps to address these
- Keep updated on legislation, policies/procedures
- Attend relevant internal and external meetings as agreed with the line manager

Research and Campaigns

- Assist with research and campaigns work by providing information about clients' circumstances through the appropriate channel
- Alert clients to research and campaigns options
- Contribute to drafting a research and campaigns plan, identifying priorities for campaigns and development
- Keep up to date with research and campaigns issues and ensure research and campaigns is promoted and integrated in a way relevant to the role

Generic duties and responsibilities

- Keep updated on CAM aims, policies and procedures, and ensure these are followed
- Develop and maintain effective admin' systems and records relevant to the role
- Attend regular CAM and external meetings relevant to the role
- Monitor and evaluate activities appropriate to the role and contribute to CAM planning process by providing regular reports and feedback on responsibility areas
- Work cooperatively with colleagues and encourage good teamwork, clear lines of communication and common practices within the CAM team
- Abide by health and safety guidelines and share responsibility for own health and safety and that of colleagues
- Abide by CAM's Information Assurance policies
- Carry out any other tasks within the scope of the post to ensure the effective delivery and development of the service

Person Specification

Ability to

- Commit to, and work within, the aims, principles and policies of the CA service
- Give and receive feedback objectively and sensitively and a willingness to challenge constructively
- Monitor and maintain own standards
- Use IT systems and packages, and electronic resources in the provision of advice and the preparation of reports and submissions
- Maintain an electronic diary
- Demonstrate an understanding of the issues affecting society and their implications for clients and service provision
- Communicate effectively, verbally and in writing
- Monitor and maintain service delivery against agreed targets
- Monitor and analyse statistics and check accuracy of calculations
- Develop individual/groups by providing support, guidance, tutoring and/or training
- Research, analyse and interpret complex information and produce and present clear reports verbally and in writing
- Prioritise own work and the work of others, meet deadlines and manage workload in a busy environment
- Monitor and maintain recording systems and procedures
- Work effectively as part of a team
- Demonstrate a commitment to continuous professional development
- Implement administrative policies and procedures in a busy work environment

Please note that this job description does not constitute a 'term and condition of employment'. It is provided only as a guide to assist an individual in the performance of the job and is not intended to be an inflexible list of tasks.