

Trainee Debt Adviser

County Durham Money Advice Centre (part of Durham Christian Partnership)

Full-time and Part-time Opportunities Available

Salary

- **Trainee:** £13.45 p/h, £25,877.00 p/a pro rata depending upon hours
- **Qualified Debt Adviser:** £14.34 p/h, £27,590.00 p/a pro rata depending upon hours

Full training and professional development provided, leading to accredited Debt Adviser status.

Make a Real Difference

Are you a compassionate, organised and motivated person who enjoys helping others overcome challenges?

We're looking for someone with the right personal qualities rather than existing debt advice qualifications. If you have excellent communication skills, empathy, attention to detail and a desire to support people through difficult times, we'll provide all the training you need to become an accredited Debt Adviser.

This is an opportunity to build a rewarding career while making a lasting impact on individuals and families across County Durham.

About the Role

As a Trainee Debt Adviser, you will receive comprehensive training to develop the knowledge and skills required to provide professional debt advice.

You'll work from our office in **Pity Me, Durham**, as well as visiting community venues across County Durham, including foodbanks and other outreach locations, with some remote advice provision.

As your training progresses, you'll support clients from their initial referral through to the completion of their chosen debt solution, helping them regain financial stability and confidence.

What You'll Be Doing

Following training, you will:

- Support clients through every stage of their debt advice journey.
- Gather information about income, expenditure, debts and personal circumstances.
- Help clients understand their options and make informed financial decisions.
- Prepare financial statements and identify ways to maximise income and reduce expenditure.
- Assist clients in developing realistic action plans to resolve their debts.
- Maintain accurate case records using our cloud-based case management system.
- Liaise with creditors and partner organisations where appropriate.
- Refer clients to additional support services when needed.
- Attend team meetings, supervision sessions and ongoing professional development.

We're Looking For Someone Who Has

- A genuine passion for helping people.
- Excellent listening and communication skills.
- Empathy, patience and a non-judgemental approach.
- Strong organisational skills and attention to detail.
- The ability to manage confidential information sensitively.
- Good IT skills and confidence using digital systems.
- The ability to work independently as well as part of a supportive team.
- A willingness to learn and complete professional training.

Previous debt advice experience is not required.

We welcome applications from people with backgrounds in customer service, housing, welfare, financial services, charity work, social care, administration or community support, as well as those looking for a meaningful career change.

About Us

County Durham Money Advice Centre is part of **Durham Christian Partnership**, a local charity committed to supporting people across County Durham.

Our aims are to:

- Provide practical and emotional support to those in need.
- Recruit and support volunteers to address local social needs.

- Build strong partnerships with other organisations and community groups.
- Strengthen local communities.
- Promote diversity, equality and inclusion in everything we do.

We are committed to treating every client with dignity, compassion and respect, regardless of their background or beliefs.

Why Join Us?

- Full training to become an accredited Debt Adviser.
 - Ongoing professional development and support.
 - A rewarding role that genuinely changes lives.
 - Friendly and supportive team environment.
 - Opportunities for career progression.
 - Flexible full-time and part-time working options.
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Ready to Apply?

If you're looking for a career where your people skills matter more than your previous experience, and where every day offers the chance to make a positive difference, we'd love to hear from you.

We invest in potential. Bring your compassion, commitment and willingness to learn—we'll provide the training to help you build a rewarding career in debt advice