

Candidate information pack

# MaPS Community Based Debt Caseworker

**citizens  
advice**

Stevenage



## Thanks for your interest in working at Citizens Advice Stevenage.

This job pack should give you everything you need to know to apply for this role and what it means to work for us

In this pack you'll find:

- Information about organisation
- Purpose of the job
- Job description and person specification
- Interview and Application Process
- Candidate guidance notes

### Want to chat about this role?

If you want to chat about the role further, you can contact Charlie by emailing [recruitment@castevenage.org.uk](mailto:recruitment@castevenage.org.uk)





## **We help people find a way forward**

We can all face problems that seem complicated or intimidating. At Citizens Advice we believe no one should have to face these problems without good quality, independent advice.

That's why we're here: to give people the knowledge and the confidence they need to find their way forward - whoever they are, and whatever their problem.

## **3 things you should know about us**

1. We're local and we're national. Citizens Advice is a Network made up of 4 national offices and 265 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.

## MaPS Community Based Debt Caseworker

**Reporting to:** Advice Quality and Operations Manager

**Department:** Advice Services

**Hours:** 37.5 hours per week

**Salary:** £26,806 per annum

**Holidays:** 27 days plus bank holidays

**Location:** Office in Stevenage and community based within Hertfordshire

**Contract:** Fixed Term until 31<sup>st</sup> March 2026

## Purpose of the Job

Working within the aims, policies, and principles of the Citizens Advice Service, the MaPS-funded Community Debt Caseworker will provide specialist support to clients with a range of debt and related financial issues.

The main office for this role is Stevenage, but the postholder will be required to travel across Hertfordshire to provide debt advice in person, by telephone, video calling, and email, ensuring the most appropriate advice channel is offered based on client circumstances, vulnerability, and complexity.

The successful candidate will provide holistic debt and budgeting advice, using independent information sources and internal tools, ensuring clients understand their debt options. All client interactions will integrate financial capability support and, where appropriate, referrals to other Citizens Advice services or specialist agencies.

## Job Description

### Debt Advice and Casework

- Provide casework covering the full range of debt advice, ensuring all advice meets MaPS and Citizens Advice quality standards.
- Assist clients with related issues integral to their debt case, such as welfare benefits, housing, or other financial matters, making referrals where appropriate.
- Act on behalf of clients through calculations, negotiations, drafting letters, and telephone communications.
- Ensure income maximisation through appropriate welfare benefits, grants, and other sources of financial support.
- Maintain accurate case records for continuity, monitoring, reporting, and statistical purposes.
- Deliver financial capability advice as part of the debt advice process, including budgeting, money management, and maximising income.
- Prepare and present cases to statutory bodies, tribunals, and courts, including DRO and bankruptcy applications, following Citizens Advice and MaPS procedures.
- Conduct preliminary client exploration, assess emergencies, and carry out SFS budgeting, debt prioritisation, and referral to appropriate debt remedies.
- Offer access to holistic services and onward referrals for non-debt issues to ensure comprehensive client support.
- Travel across Hertfordshire to provide face to face support where necessary.

### Administration

- Use IT for record-keeping, statistical monitoring, and document production.
- Maintain accurate and up-to-date case notes and records in compliance with MaPS and Citizens Advice standards.
- Follow all relevant policies and procedures and undertake required training.

### Research and Campaigns

- Assist with research and campaigns by providing client information and feedback on local debt trends.

- Record statistical information on client numbers and case types, providing reports, case studies, and analysis as required.
- Raise awareness of local and national issues relevant to debt and financial inclusion.

### **Public Relations**

- Maintain liaison with statutory and non-statutory agencies.
- Represent the service on external bodies as appropriate.

### **Professional Development**

- Keep up to date with legislation, policies, and procedures relating to debt, benefits, and housing.
- Undertake MaPS mandatory and Citizens Advice training, including Breathing Space and DRO processes.
- Attend internal and external meetings, development sessions, and team meetings as required.
- Maintain personal professional development and MaPS-accredited advice standards.

### **Other duties**

- Carry out any other duties required to ensure effective service delivery.
- Demonstrate commitment to the aims, principles, and equality and diversity policies of the Citizens Advice Service.
- Follow health and safety guidelines and share responsibility for own safety and that of colleagues.

## Person Specification | What you need to do this job

### Essential:

- Accredited to provide debt advice to MaPS quality standards.
- Knowledge of debt, benefits, and related legislation and procedures.
- Excellent verbal and written communication skills, including interviewing clients, negotiation, representation, and report writing.
- Ability to build rapport and provide sensitive, non-judgemental advice.
- Strong organisational skills, able to manage caseload, prioritise work, and meet deadlines.
- Competent in using IT systems for advice delivery, case recording, and reporting.
- Ability to provide and receive constructive feedback and work collaboratively in a team.
- Commitment to continuous professional development.
- Understanding of and commitment to the aims, principles, and equality policies of the Citizens Advice Service.

### Desirable:

- Experience delivering debt casework within Citizens Advice.
- Knowledge of Standard Financial Statement (SFS), DRO, Breathing Space, and holistic referral pathways.
- Awareness of local financial support services and accessibility initiatives.

### Personal Attributes

- Empathetic, client-focused, and confident in challenging clients constructively.
- Methodical, organised, and able to work independently.
- Flexible, proactive, and committed to improving client access and experience

## **Application Process:**

To apply, please send your CV and a supporting statement addressing each point in the person specification, in the order listed. Use examples and evidence to demonstrate how you meet the criteria.

Submit your application to [recruitment@castevenage.org.uk](mailto:recruitment@castevenage.org.uk)

Incomplete applications may not be considered.

We are an equal opportunity employer. If you have any requirements (e.g. for attending an interview) please note these clearly on in your letter.

**Interview Process:** The closing date is **24<sup>th</sup> October** at **midnight**.

Shortlisted candidates will be contacted by telephone. Please ensure you provide a daytime phone number or an alternative number where a message can be left to arrange an interview.

## **Selection Process**

**Our selection process comprises three stages:**

- Stage 1 – Telephone Interview. An initial interview will be conducted by telephone.
- Stage 2 – Formal In-Person Interview. Candidates who are successful at Stage 1 will be invited to our Stevenage office for a formal face-to-face interview.
- Stage 3 – Practical Activity and Final Q&A. Candidates who are successful in Stage 2 will progress to Stage 3, which involves completing a short practical activity and the opportunity to ask any final questions. Please note: Stages 2 and 3 will be conducted on the same day



# Guidance notes for applicants

## Equal Opportunities

We are an equal opportunity employer. Please let us know if you require any adjustments to be made to the application process or if you have any requirements (e.g. for attending an interview). Note these clearly on in your letter. Please be assured that we will be supportive in discussing reasonable adjustments with you at any stage of the recruitment and selection process.

We represent a diverse community, and we want our staff to reflect that diversity. We therefore welcome applications from candidates from under-represented communities. If you feel you meet some of the criteria but not all, we hope you will enquire and learn more. We will support you to further develop your skills accordingly.

## 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 Citizens Advice Stevenage does not hold a sponsor license and, therefore, cannot issue certificates of sponsorship under the points-based system.

## Health and Safety

It will be the duty of every employee while at work to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

## 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 (if you are employed through an agency), or your course tutor if you have just left full time education. 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 Stevenage 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 Citizens Advice Stevenage – 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.

Disclosure and Barring Service (DBS) disclosures are only requested where proportionate and relevant to the post concerned. If the post for which you are applying for requires a DBS disclosure, this will be noted in the application pack.

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.

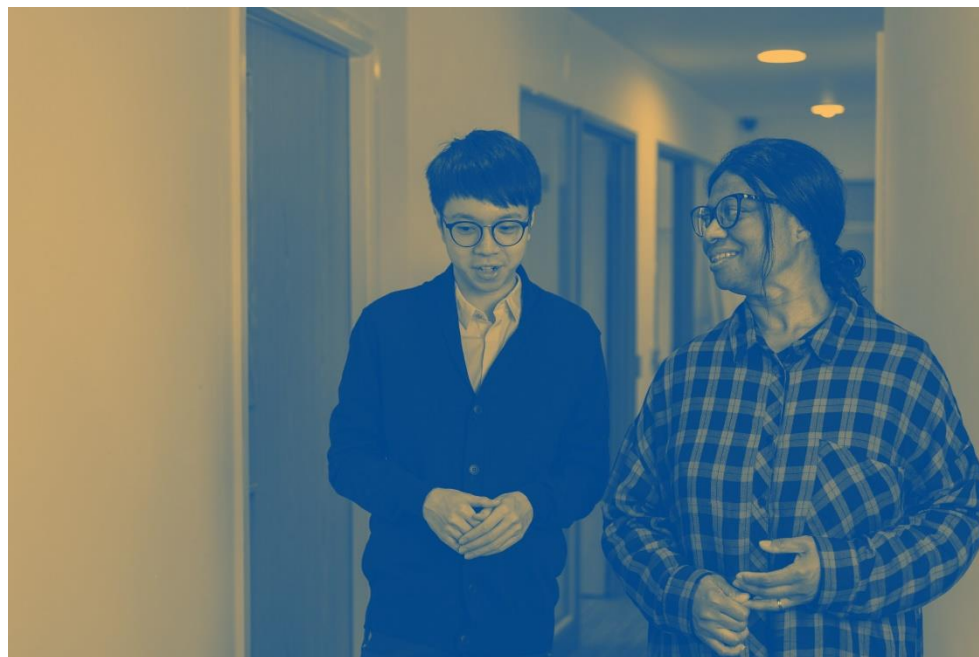
### **Addressing each point of the person specification**

This is a key section of the application which allows you to provide evidence of your experience, knowledge, skills and abilities that are relevant to the role as described in the role profile. Selection is based on an assessment of the evidence you provide against the requirements of the role as set out in the person specification. It is important that you tailor your response to clearly demonstrate how you meet each requirement. No assumptions will be made about your achievements and abilities.

Please provide one example for each requirement. You should choose examples of past experience that clearly demonstrate what we are looking for, and be precise about what you did, how you did it and the outcome or result of your actions. Please try to limit your response to each criterion to a maximum of 200 words.

A useful guide might be S.T.A.R:

- Specific – give a specific example
- Task – briefly describe the task/objective/problem
- Action – tell us what you did
- Results – describe what results were achieved



Please provide recent work examples wherever possible. However, do remember that relevant examples from other aspects of your life, for example: voluntary or unpaid work, school or college work, family or home responsibilities, can also be given.



[www.castevenage.org.uk](http://www.castevenage.org.uk)

**Candidate Briefing Pack**

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