



Money Adviser

Salary	£31,586 rising to £33,366 pa gross
Hours	35 hours pw
Contract	Fixed term to 31 st March 2026 (possibility of extension, subject to funding)
Location	2 posts available: 1 to work from our Brighton and Hove office, with option to work from home for part of the week on passing probation. 1 to work either in the office as above, or fully remotely with a requirement to attend the office for a minimum of 4 days per year
Annual leave	27 days full-time entitlement (rising to 32 days after five years full service) plus Bank Holidays, pro-rata according to hours worked
Pension	4% Pension contribution from employer
Staff wellbeing	Employee Assistance Programme with 360 Wellbeing
Responsible to	Service Delivery Manager
Closing Date	10 am Monday 28 th April 2025
Interview Date	Wednesday 30th April 2025

Money Advice Plus (MAP)

Money Advice Plus (MAP) is a registered charity, working both locally in Sussex and nationwide. Our mission is to help people manage their money effectively. We do this by providing free, innovative money handling and advice services, working in partnership with other agencies to help tackle some of the causes and effects of poverty and to help protect people from financial abuse. Our independent, confidential and flexible approach is tailored to individuals' needs, allowing us to reach those who find it most difficult to access advice.

Please note this role requires a satisfactory Disclosure and Barring Service check (to be completed through Money Advice Plus on appointment).

More information about Money Advice Plus and our work can be found on our website www.moneyadviceplus.org.uk. If you would like to find out more about the post before applying, or would like to make your application in a different format, please contact Nick Vaughan on 01273 664000, or email nick.vaughan@moneyadviceplus.org.uk

Purpose of the role:

You will be joining a large team of Money Advisers, who provide specialist level debt and benefit advice and casework. You will be working across several projects, delivering advice and casework face-to-face in the office, at outreach locations and by telephone (by telephone only if not office-based).

We hope that you will hold a qualification in Money Advice, obtained either through the Institute of Money Advisers or the Money and Pensions Service. If you do not have a qualification, you must be prepared to work towards obtaining this, included some study in your own time. You will have excellent communication and digital skills, be comfortable delivering advice in person and by phone, and be able to plan and organise your work effectively.

Main duties and responsibilities:

As part of the Money Advice Plus Money Adviser team

1. Provide a specialist debt and benefit advice and casework service which conforms to the Advice Quality Standard.
2. Support clients to resolve their own debt, benefit and money management issues, and act and negotiate on clients' behalf with third parties as appropriate.
3. Advise and assist with applications to increase income from other sources, including charitable trusts, local authority discretionary housing payment schemes, and utility companies.
4. Provide advice and assistance in writing and by email, as well as via the telephone.
5. Ensure that the service offered is tailored to the needs of each individual, including issues around communication, understanding and vulnerability.
6. Through clear communication and consultation, ensure that clients remain involved in resolving their own debt, benefit and money management issues and are kept informed on the progress of their case throughout the duration of our work with them.
7. Comply with case management and case recording procedures and processes, contributing to the delivery of high-quality advice and casework, and the collection and reporting of statistical data as required to enable accurate evaluation of the impact of the service and reporting to funders.
8. Keep up to date with legislation, case law, and good practice in debt and welfare benefits advice including attending training courses and using online resources.
9. Remain alert to issues relating to capacity, client understanding and safeguarding issues when working with clients and promptly consult with the Service Delivery Manager regarding any areas of concern.

10. Adhere to the policies and procedures of Money Advice Plus and take an active role in reviewing and improving the services offered.

All members of staff are expected to:

1. Take care of your own health and safety at work and that of other employees and co-operate with their employer in complying with statutory duties.
2. Take an active part in regular team meetings and be involved in development of the service.
3. Work with volunteers as applicable.
4. Develop skills in understanding and working with the needs of particular client groups.
5. Participate in staff development and training programmes including formal supervision and appraisals.
6. Any other duties required, which may be deemed to fall within the scope of the post.

This job description is subject to review and may be changed to meet the developing needs of Money Advice Plus and those whom it seeks to support.

General

- The post holder will be expected to become familiar with and adhere to all the Charity's policies and procedures, particularly Confidentiality, Equality & Diversity, Health & Safety.
- The Charity is committed to providing equality of opportunity to clients, potential clients, employees, trustees, and any other stakeholders such as contractors and partner organisations. The postholder is expected to understand, promote and adhere to this.
- Office hours are 9 am to 5 pm Monday to Friday, although contingent on future service developments, staff may be asked to work flexible hours.
- Part-time staff will be expected to work regularly on the same days and times by negotiation with their line manager. We will do our best to accommodate requests for flexibility in working hours.

Person Specification – Money Adviser, Money Advice Plus

Experience	
In debt advice and casework with a minimum of 1 year recent experience (full-time or equivalent).	Essential
In welfare benefits advice and casework with a minimum of 1 year recent experience (full-time or equivalent).	Essential
Experience of providing advice and casework in person, at outreach and by telephone	Desirable
Communicating effectively with a range of individuals and organisations by phone and email	Essential
Qualifications	
Be an approved Debt Relief Order Intermediary and hold the Institute of Money Advisers Certificate in Money Advice Practice, or equivalent. (If you do not have a qualification in debt advice, you must have a willingness to work towards these qualifications, including some study in your own time).	Desirable
Skills and Abilities	
Ability to listen, analyse information and identify issues and explain complex information in a clear effective way	Essential
Communicate effectively with a range of individuals and organisations by phone and email	Essential
Excellent telephone and oral communication skills	Essential
Proficient and confident in the use of IT	Essential
Ability to record information using clear language	Essential
Work on a self-supervision basis, prioritise own work and meet deadlines	Essential
Contribute effectively to the team and to the efficient running of the office	Essential
Ability to use initiative, patience and perseverance to help resolve problems	Essential
Ability to maintain personal boundaries	Essential
Ability to remain calm under pressure and set priorities to handle workload effectively	Essential
Commitment	
To work effectively with other voluntary and statutory agencies to address the needs of clients	Essential
To undertake training as appropriate to the role	Essential
To maintain the aims of the service specifically relating to Confidentiality and Equality Diversity and Inclusion	Essential