



Money Advice Technical Debt Supervisor Job Description

Thank you for your interest in working at Citizens Advice Rural Cambs (CARC). This document should give you everything you need to know to apply for this role and what it means to work at a local Citizens Advice.

In it you'll find:

- Terms
- The role, profile and personal specification
- Our values
- 3 things you should know about us
- How Citizens Advice Rural Cambs works
- What we give our staff



Terms and conditions

- **Location:** Hybrid working considered with a requirement to attend an office location minimum one day each week. Requirement to travel to meetings or other offices/locations.
- **Hours:** 37 hours per week
- **Salary:** £ 31,707- £35,170 (salary increase pending)
- **Type of contract:** Fixed term until 31st March 2029
- **Reporting to:** Operations Manager
- **The project:** The aim of this project is to make debt advice easier and quicker to access, and to improve standards and quality across the sector.

Please note – this is not a Money and Pensions Service (MaPS) funded position.



The role

- To work as part of the Money Advice Team to provide specialist debt and money advice casework while undertaking a technical supervisory role, supporting the quality, consistency, and development of advice across Citizens Advice Rural Cambs.
- The post holder will manage a personal caseload and provide technical supervision, mentoring, and casework support to other advisers, ensuring that all advice meets FCA, MaPS, and Citizens Advice quality standards.
- A key focus of the role is to coach and develop advisers, support complex casework, and contribute to a culture of continuous improvement, high performance, and shared best practice across the service.



Role profile

Advice giving

- To actively provide specialist debt and money advice and casework across the full range of issues via telephone, email, and face-to-face channels.
- To ensure clients' options are fully explored in line with MaPS standards and appropriate action is taken.

- To manage a personal caseload, including opening, progressing, reviewing, and closing cases in line with requirements.
- To maintain accurate and detailed case records using the case management system for continuity, reporting, and quality assurance.
- To provide technical guidance and casework support to other advisers, including assisting with complex cases and acting as a point of escalation.
- To undertake and support Independent File Reviews (IFRs), providing clear, constructive feedback to improve adviser performance and case quality.
- To ensure all work complies with FCA, MaPS, Citizens Advice quality standards, and organisational policies.
- To support advisers in understanding debt solutions, income maximisation, budgeting, and financial capability.
- To encourage teamwork and sharing of best practice across the CARC service.
- To work collaboratively with staff and volunteers to provide a holistic advice service.
- To work towards and support the achievement of organisational, departmental, and individual KPIs and targets.
- To maintain IMA membership (or equivalent) and meet CPD requirements.

Research and Campaigns

- Assist with research and campaigns work by providing information as appropriate.
- Alert clients to research and campaign options.
- Keep up to date with legislation, policies and procedures and undertake appropriate training.

Professional Development

- To mentor, coach, and support advisers, helping to build knowledge, confidence, and competence in debt advice.
- To identify learning needs and assist in delivering training, briefings, and development activities.
- To keep up to date with legislation, case law, policies and procedures relating to debt and money advice and undertake appropriate training.
- Take responsibility for acquiring the required CPD points necessary for certification compliance.
- Attend relevant internal and external meetings as agreed with the line manager.

- Prepare for and attend supervision sessions/team meetings/management team meetings as appropriate.
- Assist with initiatives for the improvement of services

Administration

- Review and make recommendations for improvements to Citizens Advice services.
- Use IT for statistical recording of information relating to research and campaigns and funding requirements, record keeping and document production.
- Maintain and monitor effective and efficient administrative systems.
- Keep up to date with policies and procedures relevant to Citizens Advice work and undertake appropriate training.
- Ensure all work conforms to the organisation's systems and procedures.

Public Relations

- To support the organisation and in developing the Money Advice Strategy that meets the needs of the service and the client community.
- An ability to establish good working relationships with colleagues and stakeholders including service users and a wide range of agencies
- Participate in and organise activities that promote the service to the local community

Other

- To encourage strong teamwork and collaboration across the organisation.
- To work cooperatively with staff and volunteers to support delivery across all advice areas where appropriate.
- To uphold and promote the values, aims, and policies of Citizens Advice Rural Cambs.
- To comply with health and safety policies and contribute to a safe working environment.
- To undertake any other duties within the scope of the role to support the effective delivery and development of the service.



Person specification

Essential Criteria

1. Minimum 2 years' experience of delivering debt advice and completing casework
2. Obtained the Certificate of Money Advice Practice (CertMAP)
3. Experience completing IFRs/case checks and providing feedback.
4. Ability to supervise, support and guide advisors to maintain quality standards.
5. Strong analytical skills with ability to interpret complex information and present it clearly.
6. Competent in IT systems for case recording, reporting and accuracy checking.
7. Excellent client interviewing skills, including working with vulnerable clients.
8. Ability to empower clients while maintaining structured, effective sessions.
9. Strong communication and interpersonal skills, with a wide range of people.
10. Ability to prioritise workload, manage pressure, and meet targets.
11. Commitment to Citizens Advice values, equality, diversity and inclusion.
12. Non-judgmental, approachable and professional manner.
13. Willingness to undertake training and support team development.
14. Access to a vehicle and willingness to travel between sites. (mileage payable)

Desirable Criteria

15. Citizens Advice generalist adviser qualification/experience
16. Technical Debt Supervisor experience



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.



3 things you should know about us

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.

1. We're local and we're national. We have 6 national offices and offer direct support to people in around 300 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 Citizens Advice Rural Cambs works

Citizens Advice Rural Cambs is an independent local charity supporting residents in Fenland and Huntingdonshire by providing free independent, confidential and impartial advice. We also support clients in East Cambridgeshire through various projects.

Our aim is to provide the advice people need for the problems they face and to improve the policies and practices that affect people's lives.



What we give our staff

CARC invests in its staff and volunteers by providing the training skills and resources, enabling them to deliver a quality advice service.

Other benefits include:

- Employer contribution to Workplace pension 3%
- Annual Leave: 29 days pa (pro rata) including 8 Bank Holidays
- An option to purchase an additional working week's annual leave in a financial year (to be taken within that financial year)
- Additional holiday entitlement after completing 4 full years of service
- Up to 3 additional days annual leave, due to office/service being closed between Christmas and New Year
- A day off on your birthday or in the month of your birthday (this is in addition to annual leave entitlement)
- Flexible and hybrid working negotiable
- Learning and development opportunities
- Employee Assistance Programme
- Shopping and Lifestyle benefits scheme



Valuing inclusion

Our staff and volunteers come from a range of backgrounds, and we particularly welcome applications from disabled people, people with physical or mental health conditions, neurodiverse, LGBT+ and non-binary people, and people from Black Asian Minority Ethnic (BAME) communities.