

JOB TITLE: Community Advice Hub – Debt Advisor

ESSENTIAL	DESIRABLE
Experience	
<ul style="list-style-type: none"> Minimum of 2 years' experience of providing FCA Debt Advise FCA Knowledge of holistic debt advice options General experience of working directly with people, either face to face or by phone. 	<ul style="list-style-type: none"> Benefits knowledge
Knowledge	
<ul style="list-style-type: none"> A demonstrable understanding and commitment to the work, vision and values of Age UK Solihull. Broad knowledge and understanding of the wide range of issues affecting residents of Solihull. Good understanding of the importance of diversity and equality. Good understanding of Data Protection. 	<ul style="list-style-type: none"> Demonstrable knowledge of welfare benefits and income maximisation. An understanding of the Care Act 2014. Good understanding of Safeguarding Adults and Children Local knowledge of the Solihull Borough.
Skills	
<ul style="list-style-type: none"> Excellent IT skills. Excellent numerical skills. Highly flexible approach responding to the needs of the community Advice Hubs as appropriate Highly organised, self-motivated, able to prioritise conflicting demands and meet deadlines Good verbal communication, listening and interpersonal skills. Flexible and able to work confidently alone and on own initiative as well as being an active team member. 	<ul style="list-style-type: none"> Ability to develop and maintain effective and productive working relationships across many levels.
Legal Requirements	Other requirements
<ul style="list-style-type: none"> Satisfactory DBS Check 	<ul style="list-style-type: none"> Flexible and responsive approach