

Job pack

Thanks for your interest in working at Citizens Advice Oxfordshire. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you'll find:

- Our values
- 3 things you should know about us
- Overview of Citizens Advice and Citizens Advice in Oxfordshire
- The role profile and personal specification
- Terms and conditions
- What we give our staff

Application deadline: 9am, Monday 24 August 2026

Interview dates: Between Friday 4 September - Friday 11 September 2026

Want to chat about this role?

If you want to talk about the role further, you can contact us by emailing staff-recruitment@caox.org.uk

How to apply: The application process can be found on our website at caox.org.uk/apply-paid-role

We are a Disability Confident employer. Should you require any reasonable adjustments to enable you to apply or to attend an interview please let us know. If you have further questions, require any adjustments to be made to the application process, or would like to provide any information you wish us to take into account when we are considering your application, please get in touch by email or phone:

Email: staff-recruitment@caox.org.uk

Phone: 01993 892050



Terms and Conditions

- Hours:** Multiple positions available, totalling 59.2 hours per week (1.6 FTE).
We have vacancies available with varied working hours , starting from part time roles at 14.8 hours per week , up to our full time role which is 37 hours per week. We would consider a Job Share.
Please specify your preferred working hours.
- Contract:** Permanent
- Salary:** £28,140 - £28,840 full time equivalent annual salary (37 hours)
- Pension:** We offer an auto-enrolment workplace pension scheme, to which we will contribute 5% of your gross salary. Details on appointment
- Holiday:** 31 days pro rata plus Bank Holidays pro rata
- Expenses:** Any additional travel above home to work can be claimed at £0.55 per mile
- Other:** A laptop and any other essential equipment will be provided



Other staff benefits

Ongoing training and development opportunities:

Your line manager and our Training Team will work with you to develop an individual training plan and offer opportunities to develop new skills relevant to your role.

Regular personal supervision and annual appraisal

Employee Assistance Programme:

- Telephone counselling support
- Personal legal and financial information
- Health advice across a range of medical and wellbeing issues
- Access to an online portal for further advice and support
- Speak in confidence to a third party with anonymity assured
- Available 24/7, 365 days a year

An opportunity to work with a fantastic team of dedicated volunteers and staff. We look forward to meeting you



The role

Context of role:

This role is a partnership between The Money and Pensions Service (MaPS) Project, which funds this project, and Citizens Advice Oxfordshire.

We are ideally looking for an experienced Debt Adviser to work on a project which is funded by the Money and Pensions Service (MaPS). This role could be home or office based, with some travel across Oxfordshire for client meetings, though we may consider a fully remote role for the right applicant. We will consider a job share for this role.

As a Debt Caseworker, you will be experienced in working with debt clients, negotiating with creditors on their behalf on all matters including council tax arrears, rent/mortgage arrears, electricity/gas debt, credit cards, insolvency, bailiffs etc. You will be familiar with options available for clients to maximise their income.

Role purpose:

The aim of this project is to support our clients with the debt issues they have. This may include undertaking benefits checks with all clients to ensure they are receiving their full entitlement. A key focus will also be to help clients who have accumulated or are at risk of accumulating debt, through providing regulated debt advice and support.

Role profile

Advice and Casework

- Provide advice and casework over a variety of channels covering the full range of advice areas, although the main focus will be on debt. Make outreach visits as necessary.
- Prepare and present cases to the appropriate statutory bodies. Negotiate with third parties as appropriate.
- Assist clients where necessary by calculating, negotiating, drafting or writing letters and telephoning.
- Identify clients' other related problems where they are an integral part of their case and refer these to other advisers or specialist agencies as appropriate. Maintain case records for the purposes of continuity of casework, information retrieval, statistical monitoring and report preparation. Ensure that all casework conforms to the organisations Office Manual and the Advice Quality Standard and/or the specialist Quality Mark as appropriate.
- Work with other specialists both within the service and externally to ensure that the client receives the most appropriate specialist support for different issues where appropriate.

Research & Campaigns

- Assist with research and campaigns work by providing information about clients' circumstances.
- Monitor service provision to ensure that it reaches the widest possible client group.
- Alert other staff to local and national issues.

Professional Development

- Keep up to date with legislation, case law, policies and procedures relating to specified area and undertaking appropriate training.
- Read relevant publications.
- Attend relevant internal and external meetings as agreed with the line manager.



Person specification

Essential Criteria

1. Experience of delivering debt casework OR experience of delivering advice to clients within an advice agency setting (e.g. an AQS certified organisation) which has included any level of debt advice.
2. Willingness to train to MAPS accredited Casework/Specialist level and to undertake continuous professional development (CPD) as required by the project.
3. Ability to work on own initiative, proactively manage a varied workload, ensuring deadlines are met.
4. Experience of communicating effectively, both orally and in writing, with a wide range of people, using a variety of channels.
5. Ability to analyse and interpret complex information and the ability to explain it to clients clearly.
6. Good numeracy skills with the ability to carry out efficient calculations and prepare budgets for clients.
7. An understanding of office administrative systems and a willingness to follow agreed procedures.
8. Demonstrable ability to use IT systems and packages, and resources in the provision of advice and case recording.
9. Commitment to meet and comply with targets and quality standards set by the organisation for debt casework.
10. Understanding of the issues affecting society and their implications for clients and service provision.
11. Ability to work as part of a team.
12. Commitment to the provision of independent, impartial and confidential advice services.
13. Understanding of, and commitment to, the development of equal opportunities policies and practices.

Desirable

14. Currently hold, or are working towards appropriate Debt Adviser accreditation (e.g. Wiser Adviser/ Institute of Money Advice)

We are an equal opportunities employer and welcome applications from under-represented communities.

In accordance with Citizens Advice policy, we will require the successful candidate to be screened by the DBS. However, a criminal record will not necessarily be a bar to your being able to take up the job.

An opportunity to work with a fantastic team of dedicated volunteers and staff. We look forward to meeting you.

3 things you should know about us

1. We're local and we're national. We have 6 national offices and offer direct support to people in around 230 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.

Overview of Citizens Advice

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 280 local Citizens Advice members.

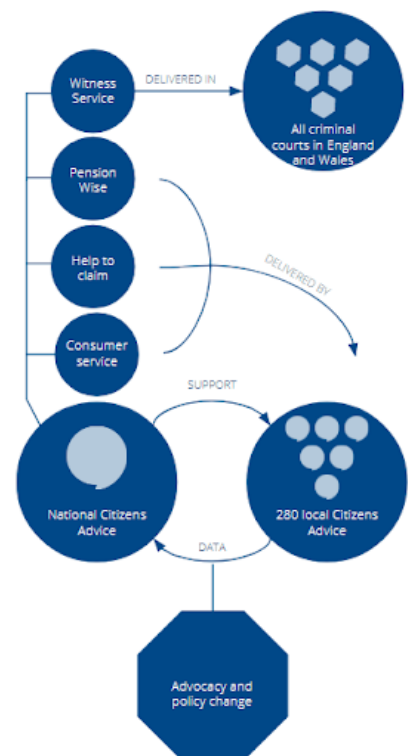
This role sits our network of independent charities, delivering services from

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

They do this with:

- 6,500 local staff
- over 23,000 trained volunteers

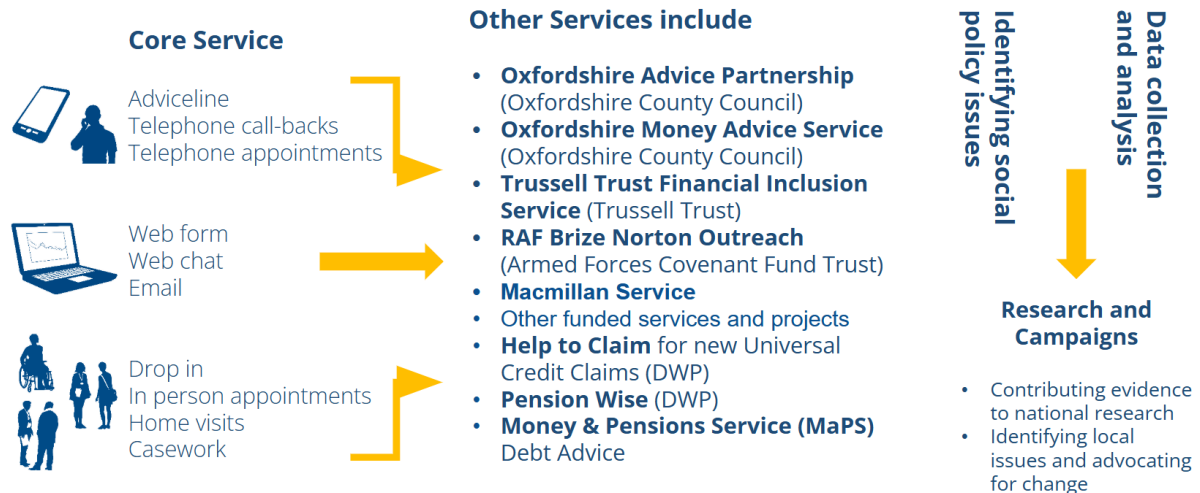
Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live.



How Citizens Advice Oxfordshire works



How our service works



We provide a range of advice, guidance and support services to the people of Oxfordshire and beyond. We give advice on many issues, including; debt, benefits, employment, housing, consumer rights and relationship problems. We believe no one should have to face these problems without good quality independent advice.

● 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.

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.