citizens advice Oxfordshire

Debt Caseworker

Recruitment pack

Thanks for your interest in working for 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:

- Key facts about what we offer
- Other staff benefits
- Role description
- Person specification
- 3 things you should know about us
- Overview of Citizens Advice
- How Citizens Advice Oxfordshire works
- Our values

Application deadline: Wednesday 2nd December 2026 @ 9am

Interview date: Wednesday 9th December 2026

Want to chat about this role?

If you want to chat about the role further, you can contact emailing or calling staff-recruitment@caox.org.uk 01993 892063

If you have a disability or long-term health condition and need any adjustments to how or where you work, we're always happy to talk about what support you need.

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Key Facts

Location: Abingdon/Didcot/Henley/Oxford/Thame/Witney/Hybrid

Hours: 22.2 hours per week (full time is 37 hours)

Contract: Permanent

Salary: £28,140 - £28,840 FTE

£16,884 - £17,304 actual pro rata for 22.2 hrs per week (0.6 FTE)

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

Workplace Pension

- 5% employer contribution, minimum 3% staff contribution

Generous Holiday allowance

- 31 days plus bank holidays (pro rata for part time roles)

Ongoing training and development opportunities:
Your line manager and our Learning & Development 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.

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Role Description

Context of role:

We are looking for an experienced Debt Caseworker to work on one of our funded Debt Advice projects. This role could be home or office based, with some travel across Oxfordshire for client and staff meetings.

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.

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 areas 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 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. An understanding of the issues involved in interviewing clients, particularly those who may be experiencing stress and anxiety.

6. Ability to analyse and interpret complex information and the ability to explain it to clients clearly.
7. Good numeracy skills with the ability to carry out efficient calculations and prepare budgets for clients.
8. Good oral communication skills with particular emphasis on negotiation and representation skills on the telephone.
9. An understanding of office administrative systems and a willingness to follow agreed procedures.
10. Demonstrable ability to use IT systems and packages, and resources in the provision of advice and case recording.
11. Commitment to meet and comply with targets and quality standards set by the organisation for debt casework.
12. Understanding of the issues affecting society and their implications for clients and service provision.
13. Ability to work as part of a team.
14. Commitment to the provision of independent, impartial and confidential advice services.
15. Understanding of, and commitment to, the development of equal opportunities policies and practices.

Desirable

16. Currently hold, or are working towards appropriate Debt Casework/ Specialist accreditation (e.g. Wiser Adviser/ Institute of Money Advice)
17. Currently hold, or working towards DRO Intermediary Status
18. Availability to offer face to face appointments for clients in our Oxfordshire offices.

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.

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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.

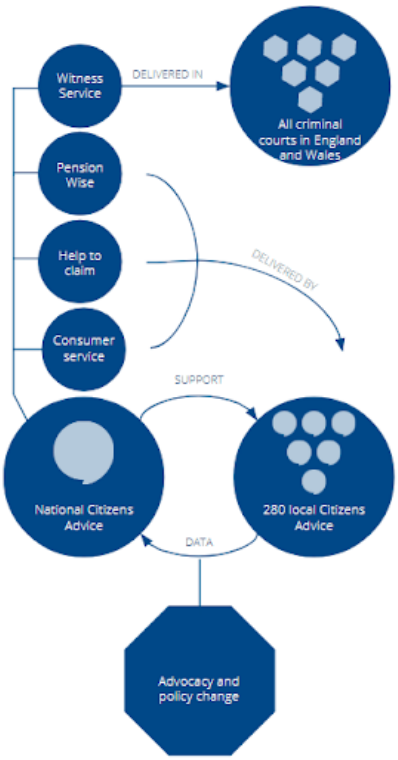
This role sits our network of independent charities, delivering services from

- 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

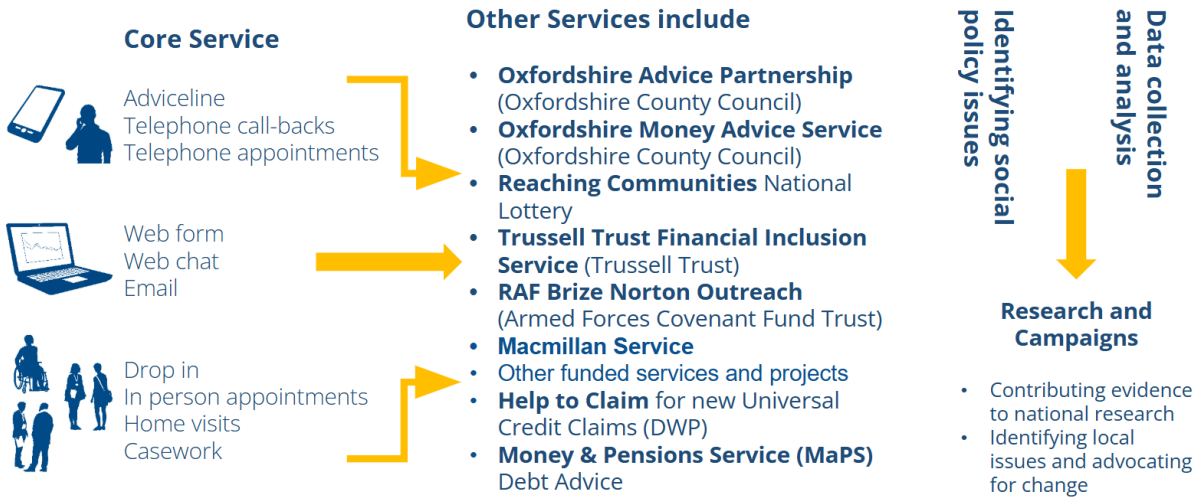
Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live.



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How Citizens Advice Oxfordshire 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 learning 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.