

## Job Description

<b>Job title</b>	Trainee Debt Adviser	<b>Location</b>	Hybrid – 4 days a week in office (Toynbee Hall / London-based Partner offices)
<b>Department</b>	Advice Services	<b>Length of contract</b>	1 Year FTC
<b>Outreach Work Required</b>	Yes – client facing	<b>Safeguarding level</b>	Basic
<b>Reporting to</b>	Customer Care Team Manager / Deputy Managers	<b>Direct reports</b>	None
<b>Working Hours</b>	35 Hours per week	<b>Working Pattern</b>	Hybrid – min 4 days a week in office

### About Toynbee Hall

Based in the East End of London since 1884, Toynbee Hall is a charity working alongside people facing poverty, injustice, and inequality to build a fairer East London. We provide vital advice and support, working in partnership to tackle unfairness and ensure everyone has an equal chance to thrive.

We have recently launched a new strategic plan which reinforces that our purpose is to build a fairer future with an end to poverty, injustice and inequality.

We work towards this by:

- Addressing poverty and injustice through advice and support and influencing systemic change.
- Shifting power to people and communities affected by injustice and inequality.
- Collaborating to end poverty and build fairer systems and institutions. What we want to see in the world starts with our community and our organisation.

This means:

- Working together to build a thriving local community where people have the resources they need, feel their voices are heard and are optimistic about the future.
- Being a good employer, where people are treated fairly, feel engaged and empowered, and work together to achieve our shared vision.
- Acknowledging the role Toynbee Hall has historically played in civic society while recognising that our role now is to shift power, to be an effective partner, and to amplify voices that are less likely to be heard.

What we learn from our work in east London we use to inform and influence wider policy – working to influence change in structures, systems and policies.

## **Department background**

The Debt Advice Team at Toynbee Hall provides crucial support to individuals and families struggling with financial burdens. Funded by the Money and Pensions Service (MaPS), this team delivers expert guidance and practical solutions to help clients manage and reduce their debt.

## **Scope of Role**

The Traineeship will last for 12 months. This role involves gaining practical experience by observing and participating in interviews to understand clients' financial problems, researching options, and helping clients make informed decisions. The role includes structured classroom-based learning, supervised practice, and mandatory secondments across partner advice agencies in London.

## **Key Responsibilities**

### **1. Accurate, Effective, and Individually Tailored Advice**

Work under supervision to observe and learn how to provide effective debt advice, including interviewing clients, researching options, and empowering clients to make informed decisions.

### **2. Detailed Case Records**

Assist in maintaining detailed case records, ensuring all work meets auditing and quality standards, and meets funder requirements.

### **3. Training and Development**

Complete a structured training programme within the six-month period, covering technical debt advice, client management, and financial regulations. During the initial training period, trainees will be expected to attend intensive classroom-based training and supervised learning activities four to five days per week. Additional training will be based on shadowing, on-site learning, tests, external training courses, etc.

### **4. Teamwork**

Be an active member of the team, identifying opportunities for your development and contributing to collective goals.

### **5. Travel**

Travel across London is required, including attendance at partner organisations, advice sites, and mandatory secondment placements across London boroughs.

Following the initial training period, the role will require a minimum of four days per week working from Toynbee Hall or partner office locations. One additional working day from home may be agreed where there is a suitable home-working environment and this aligns with operational requirements.

## 6. Other

Undertake additional tasks as delegated by Management.

### Person Specification

#### 1. Experience and Skills

- Willingness to work towards obtaining an accredited qualification in debt advice.
- Basic IT and telephone skills, and ability to use an online-based Client Management System (CMS) to deliver advice across multiple channels and maintain case records.
- Ability to give and receive feedback objectively and sensitively.
- Ability to work as part of a team and be open to receiving feedback and learning from others.
- Ability to build and maintain positive relationships with all staff members.
- Excellent written and verbal communication skills.
- Competence in handling sensitive information with discretion and maintaining confidentiality.
- Ability to handle and support vulnerable clients with empathy and sensitivity, ensuring their needs are appropriately addressed.

#### 2. Personal Attributes

- High level of professionalism and integrity.
- Ability to work independently and proactively without supervision.
- Capacity to remain calm and effective under pressure, adopting a “find a solution, no blame” attitude.
- Open-minded, inclusive, and collaborative approach, seeking fresh and alternative perspectives.
- Commitment to empowering others by sharing knowledge and enabling action.
- Strong alignment with Toynbee Hall’s mission, strategy, and values.
- Willingness to participate in training and develop further understanding in areas such as safeguarding.
- Willingness to work from our advice locations to shadow experienced advisors in both face-to-face and call centre settings.

#### Desirable Criteria

- Previous experience of giving advice (not necessarily debt advice).
- Ability to speak more than one language.

#### Our Benefits

##### Annual Leave

- **25 days** of annual leave, plus **3 additional days** for our Christmas shutdown (on top of bank holidays)

- **After 2 years:** +3 extra days of leave.
- **After 3 years:** +1 additional day.
- **After 5 years:** A total of **30 days** annual leave, plus the **3-day Christmas shutdown**.

## **Pension**

- **Standard Life Pension Scheme** – Employer contribution: 4%, Employee contribution: 5%

## **Additional Perks & Support**

- **Enhanced Sick Pay** for peace of mind during illness
- **Enhanced Maternity & Paternity Leave** to support growing families
- **Employee Eyecare Vouchers** to support your vision health
- **Employee Assistance Programme** for free, confidential advice and support
- **Mental Health First Aid** to ensure workplace well-being
- **Tenancy Deposit Scheme** to help secure your home
- **Interest-Free Season Ticket Loan** for cost-effective commuting
- **Cycle to Work Scheme** to promote a healthier, greener way to travel
- **Charity Mentoring Network** to support professional development and networking
- **Westfield Health Cash Plan** to cover your healthcare needs specified in the Policy
- **Perk Box**
- **Life Insurance**