

## Job Description:

Video Debt Advisor



**Toynbee Hall**

For a fairer future Since 1884

<b>Job title</b>	Video Debt Advisor	<b>Location</b>	Toynbee Hall / Hybrid Remote
<b>Department</b>	Debt Free Advice	<b>Length of contract</b>	Permanent
<b>Outreach Work Required</b>	N/A	<b>Safeguarding level</b>	Enhanced
<b>Reporting to</b>	Advice Manager	<b>Direct reports</b>	None
<b>Working Hours</b>	35 hours / week	<b>Working Pattern</b>	Full Time

### 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.

### Directorate background

The Advice Services directorate at Toynbee Hall is central to our commitment to address and alleviate poverty in London and beyond. Specialising in debt, welfare benefits, legal support, and generalist advice, our directorate has proven instrumental in significantly enhancing the financial wellbeing of those we serve. Last year alone, our efforts helped individuals and families to be over £23 million better off, showcasing the direct impact of our work.

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Our operational model combines direct service provision with a collaborative approach. We directly employ a number of advisors who deliver expert, impartial advice. Simultaneously, we lead a coalition of 15 partner charities—including local Citizens Advice Bureaus and law centres—where additional advisors are employed. This structure allows us to amplify our reach and effectiveness, ensuring that a comprehensive network of support is available to those in need.

By integrating direct support with strategic partnerships, the Advice Services directorate not only tackles immediate financial and legal challenges but also contributes to the broader goal of systemic change, enhancing economic security and community resilience across one of the most challenged demographics in the nation.

### Team 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. The team's advisors are trained to navigate complex financial situations, offering tailored advice that empowers clients to regain control of their finances. Their work is vital in fostering financial resilience within the community, ensuring that individuals have the tools they need to achieve long-term financial stability.

### How we work

Our values are **Inclusive**, **Courageous** and **Empowering** and we expect everyone who works with us to work in a way that aligns with these values and to do their utmost to deliver our strategic objectives according to their role.

### Job purpose

As a Debt Advisor (Omni-Channel: Telephone & Video), your primary role will be to provide over-indebted clients with tailored debt advice through various channels, including telephone, WhatsApp, and our network of video advice kiosks located in prisons, hospitals, job centres, town halls, and other community settings. You will help clients start their debt advice journey efficiently, ensuring they receive accurate and effective support.

### Scope of role

1. To provide over-indebted clients with free, face-to-face advice that is accurate, effective and tailored to individuals' circumstances
2. To maintain detailed case records
3. Keep up to date with legislation, policies and procedures and undertake appropriate training

### Key working relationships

This role will require close collaboration with various internal and external stakeholders to ensure effective delivery of debt advice services:

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- **Clients Seeking Debt Advice:**
  - Primary beneficiaries of the service, requiring tailored debt advice through video, telephone, webchat, and WhatsApp.
  
- **Internal Stakeholders:**
  - **Advice Manager:** Direct reporting line for guidance, performance reviews, and support.
  - **Debt Advice Team:** Collaborate with team members to share knowledge, strategies, and support complex cases.
  - **IT Support Team:** Coordinate for technical support related to video advice platforms and other digital tools.
  - **Training and Development Team:** Engage with for continuous professional development and keeping up-to-date with the latest debt advice practices.
  
- **External Stakeholders:**
  - **Community Organisations:** Such as prisons, hospitals, job centres, and town halls where video advice kiosks are located, to ensure smooth operation and client access.
  - **Financial Institutions:** For negotiating on behalf of clients and managing debts.
  - **Local Authorities:** For integration of services and support within the community.
  - **Other Advice Networks:** To share best practices and maintain high standards of advice quality.

### Key Responsibilities

1. **To provide over-indebted Londoners with free, face-to-face advice that is accurate, effective and tailored to individuals' circumstances:**
  - Complete Initial Assessments utilising all client channels.
  - Inform clients of the scope, purpose, and limitations of the service.
  - Contacting referrals made into our service to complete an Initial Assessment.
  - Researching and exploring options and implications so that those accessing our service can make informed decisions
  - Ensuring income maximisation through the appropriate take up of income, including those relating to water charges, benefits, tax and housing
  - Providing in-depth quality advice and on-going casework, including acting for the client where necessary using appropriate communication skills and channels
  - Maintaining detailed case records, ensuring that all work meets all auditing and quality standards and the requirements of the funder
  
2. **To maintain detailed case records**
  - Ensuring that all work meets all auditing and quality standards and the requirements of the funder
  - Ensuring all case records are written up after each interaction or in a timely manner as appropriate

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### 3. Keep up to date with legislation, policies and procedures and undertake appropriate training

- Ensuring you complete a minimum of 16 hours/equivalent of technical debt advice CPD accredited training or qualifying activity and maintaining an up-to-date record of all training sessions

### 4. Contribute to team

- Work to an agreed work-plan, meeting targets and milestones
- Prioritise and manage your own workload
- Be an active member of the team, identifying opportunities for your own development
- Compliance with Toynbee Hall policies and procedures, including health and safety
- Demonstrate financial efficiency and value for money throughout work
- Ensure that all services comply with equal opportunities and other relevant policies and quality standards and good practice
- Collaborate with other team members and departments to resolve complex customer issues.

### 5. Other

- Travel across London as required, and occasionally the UK
- Undertake additional tasks as defined by Director of Advice Services
- Hold workshops
- Promote and attend at events

## Person Specification

The successful candidate will demonstrate:

### Essential Criteria:

#### 1. Experience and Skills:

- Hold a valid Money Advice Service accredited qualification in debt advice to level three or higher
- Minimum 2 years of debt advice experience
- Proven record of good quality debt advice
- Provided casework support
- Experience in a client-facing service environment
- CMS experience (Advice Pro preferable)
- Strong IT knowledge and familiar with using Microsoft Office 365 and Microsoft Teams

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#### 2. Interpersonal Abilities:

- Clear communication skills and a strong command of the English language, oral and written
- Ability to communicate with internal and external stakeholders
- Advocacy skills
- Ability to remain non-judgmental
- Awareness of, and ability to, understand and empathise with clients from a diverse range of backgrounds and disadvantaged groups living in the community

#### 3. Personal Attributes:

- Ability to work as part of a team and be open to receiving feedback and learning from others
- Ability to give and receive feedback objectively and sensitively
- Customer-focused attitude and a commitment to delivering exceptional service
- Tenacity to remain persistent throughout a difficult situation with excellent problem-solving skills
- Ability to think outside the box and be open to new challenges

#### 4. Organisational Skills:

- Excellent organisational and prioritisation skills
- Strong attention to detail

#### 5. Professional Development:

- A commitment to continuous professional development, including a willingness to develop knowledge and skills in advice topics

#### Desirable Criteria:

1. Ability to speak another language
2. Experience of using Apple MacBooks
3. Demonstrated history of various customer service channels such as face-to-face, telephone, email, video, and web chat
4. Hold a Certificate in Money Advice Practice (CertMAP) from the IMA in partnership with Staffordshire University

#### Further information

The role requires working from the Toynbee Hall office (or occasionally other locations in London) an average of 2-3 days per week minimum.

There is some flexibility in hours.