



Digital Money Coach

Job pack

Want to chat about this role?

If you want to chat about the role further, you can contact Charlie Young by emailing c.young@arunchichestercab.org.uk or calling 01243 957621

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.



The purpose of the role

Arun & Chichester Citizens Advice are pleased to have received funding to support digitally excluded people to get online, to help them become more connected and generally enhance their wellbeing.

You'll be using an online platform to create a tailored learning plan for your client, working through activities with them in person or remotely, depending on the client need. You'll also help source an appropriate device to those who need one and source funding for internet costs for those on lower incomes. You'll include elements of money-saving and spotting scams to empower clients to confidently use the internet safely.

You must be willing to travel and work flexibly and have strong IT skills that allow you to work around or overcome most general IT issues in a calm way. You'll be working independently so it's important that you can plan your workload to meet the project KPIs.



Role profile

KEY DUTIES/ACCOUNTABILITIES

1. To assist clients in accessing their email, websites and other online tools.
2. Understand how online tools can be used to save money.
3. Act impartially when presenting options.
4. Be able to present to small groups as well as work with clients 1-to-1.
5. Keep accurate records of progress, where appropriate.
6. Highlight issues in a professional manner.
7. Communicate well with clients and other team members.
8. Work well with volunteers.
9. Confidence in demonstrating activities online.
10. Able to problem solve independently.
11. Deliver awareness of online scams and how to spot them.
12. Communicate with other staff members to establish how each person can help the client.

TRAINING

1. Keep informed of new and changing online tools.
2. Keep up to date with all the regular Citizens Advice circulars and information items.
3. Attend regular training to develop knowledge, skills and expertise.
4. Participate constructively in team meetings.

ADMINISTRATION

1. Ensure that the information sources in use are up to date.
2. Maintain statistics and analysis of work in accordance with ACCA procedures and funding conditions.
3. Be responsible for own file management and implement administrative procedures as directed by Line Manager.
4. Record outcomes on the database throughout the case management process.

5. Contribute to reports for Line Manager giving update of project, including all financial outcomes and a sample of case studies.

POLICIES OF CITIZENS ADVICE

1. The post holder must understand and be committed to the aims, principles and policies of Citizens Advice and the ACCA service.
2. The post holder must have due regard in the planning and execution of their duties and at all times to the aims, principles and policies of ACCA and Citizens Advice.



Person specification

1. Ability to plan and deliver digital money coaching sessions.
2. Ability to use systems to collect, collate and share information about project achievements and outcomes.
3. Understanding of and commitment to the aims and principles of the Citizens Advice service and its equal opportunities policies.
4. A willingness to learn and develop and reflect on practice.
5. Excellent interpersonal skills, including the ability to relate and work with a large variety of different people.
6. Ability to monitor and maintain own standards.
7. Numerate and literate to the level required by the tasks.
8. Effective written and oral communication skills.
9. Good knowledge of money-saving techniques online and why there is a need to go online.
10. Knowledge and understanding of digital exclusion.

What we give our staff

- Workplace pension available
- Employee Assistance Programme
- Commitment to continued professional development
- Supportive and flexible employer
- An opportunity to work within a team that is friendly, forward thinking and passionate about helping our community