



Why Work as a... Debt Advisor

A solution for your training needs and career progression

ROLE OVERVIEW

The broad purpose of the occupation is to assess a customer's full circumstances and provide suitable advice to enable the customer to best manage their debts. This advice must be delivered to high quality and always in line with Financial Conduct Authority rules, guidance and principles. You will support customers in financial difficulty, many of whom will have multi-complex vulnerabilities.

KEY POINTS

- **Level:** 3
- **Duration:** 18 months + End Point Assessment
- **Entry requirements:** You may be required to undertake training in maths and English. See [HERE](#) for more information
- **Career progression:** Advanced Credit Controller and Debt Collection Specialist; Revenues and Welfare Benefits Practitioner

KNOWLEDGE REQUIREMENTS

- How to verify and record customer identity before providing debt advice, in accordance with both data protection (GDPR), Financial Conduct Authority (FCA) regulation and organisational procedures
- How to establish their customer's overall financial circumstances, impact of vulnerabilities, future aspirations, income, outgoings, and debts
- The range of both debt solutions and expenditure reduction options available, including the costs, benefits, and financial implications for the customer
- How to create, verify and record customer information securely using an organisation's IT system

SKILL REQUIREMENTS

- Creates a realistic financial statement and budget for the customer by asking open and closed questions needed to illicit the full facts, including a root-cause analysis
- Represent payment offers and customer circumstances to creditors, adjusting the approach to help ensure the best outcome
- Applies organisational quality standards in order to deliver effective outcomes within the risk, regulatory and governance requirements
- Communicates effectively with customers, colleagues, professional contacts and third parties using written and verbal communication
- Recognise, monitor and respond to debt advice events that will trigger a new or updated assessment

BEHAVIOUR REQUIREMENTS

- Displays honesty and integrity in actions and approach to work and customers
- Empathetic and un-bias approach to supporting customers. Show the necessary resilience and stand by difficult decisions
- Both hears and listens actively to what the customer has to say
- Supports the customer to make their own informed financial and lifestyle decisions

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