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**Job Description**

Job Title: Debt Service Development Co-Ordinator

Responsible to: Head of Advice and Support Service

Location: STEP Offices: This post will work across our 3 office locations in Dungannon, Magherafelt or Cookstown

Salary Starting Salary between £25,000 - £27,900 (pro rata) depending on qualification/experience

Pension 6% Employers contribution to pension

Hours: 30hrs – 37.5hrs per week, flexible for the right candidate. These will normally be worked between 9.00 am and 5.00 pm Mon-Fri. Evening work and weekend work may be required occasionally.

Probationary Period: The probation period for this post is 6 months.

Allowances: Travel and subsistence expenses are paid, in accordance with STEP travel and subsistence policy, when the post holder is absent from the organisation’s premises on the organisation’s business.

Holidays: 36 days inclusive of statutory holidays for full time workers, (10 of which are office close down periods, Christmas & Easter) as identified in the STEP employee manual.

Flexibility The post holder is expected to be responsive to STEP policies, priorities and the changing needs of the organisation and will be expected to adapt their workload as required.

Start Date: Immediate vacancy

Tenure: Currently funded to 31/03/2026, with possible extension.

# Job Overview: To ensure effective delivery of the Integrated Debt Support Project, developing partnerships and networks with groups and organisations to ensure people living in Mid Ulster can easily access debt advice and support services.

# About the role

This role will be to provide coordination and administrative support to the Development of the Integrated Debt Advice Model in Mid Ulster.

The purpose of this role is to ensure people who are over indebted can easily access help and support to help live a debt free life. As part of this the postholder will develop key partnerships with groups and organisations in across Mid Ulster, raising awareness of Step Advice and Debt Service. This will include the promotion of early intervention and prevention measures and programmes, to increase the reach of debt services across the Mid Ulster District. The aim of the project is to increase the uptake of free independent regulated debt advice through a collaborative partnership approach across Mid Ulster District Council.

**Key responsibilities**

* Develop partnerships with a range of statutory agencies, organisations and community and voluntary groups across Mid Ulster Council District that will refer people to Step’s advice and debt services.
* To develop an effective referral process with organisations, that will ensure people in debt can easily access advice and debt services, benefit checks, income maximisation and debt solutions.
* Liaise regularly with all stakeholders to ensure the promotion of the programme and raise awareness of advice and debt services.
* Design and deliver a range of Money Management Programmes to be delivered to groups and organisations, 1-1 sessions and bespoke sessions to meet needs of all participants.
* Gather and collate programme evaluation and feedback.
* Facilitate digital inclusion sessions where individuals with varying levels of digital literacy can comfortably learn basic digital skills that will support financial inclusion.
* Co-ordinate and promote the delivery of all programmes, including venue bookings, resources, administrative support and evaluations.
* Contribute to the development of pro-active initiatives that will improve the journey to debt advice and focus on person centre support.
* Conduct promotional and marketing activities to raise awareness of the programme, targeting community groups and potential participants via a range of platforms.
* Be familiar with, and adhere to all relevant organisational policies and procedures
* Any other duties as reasonably required in line with skills, knowledge and experience to contribute to the organisation’s wider success.

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# Person specification

**Qualifications, Knowledge, skills and experience**

**Essential**

1. A good level of general education including Maths and English
2. Level 3 qualification (or equivalent) in Advice & Guidance, Community Development, or other demonstrably related field
3. Experience of working in a coordination role
4. Have a general knowledge of benefits system and existing debt support provisions
5. Experience of developing and delivering community-based information sessions and training.
6. Ability to work without supervision and prioritise workload
7. Experience of using a range of IT tools to carry out your work, including case management systems, Microsoft Office applications, online applications, internet and email etc.
8. Excellent oral and written communication skills, including the ability to communicate complex information in a clear and accessible manner
9. A proven ability to work effectively with a wide variety of stakeholders
10. A commitment to the aims, principles and policies of STEP
11. Ability to operate as a team player and communicate effectively with colleagues and managers

**Desirable**

1. Experience of working with people with multiple and complex needs
2. Completion of Generalist adviser Adviser Training Programme or similar
3. Basic knowledge of multiple enquiry areas to aid with identifying emergencies and making referrals where appropriate

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**Please complete and return as a word document.**

**Section 1 - PERSONAL DETAILS**

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| --- | --- | --- | --- | --- | --- | --- |
| First name |  | | | Surname |  | |
| Email address |  | | | | | |
| Telephone |  | | | Mobile |  | |
| Address and post code |  | | | | | |
| How would you like us to contact you (email, telephone, post)? | |  | | | | |
| Where did you see this job advertised? | |  | | | | |
| Are you a UK/Irish or EU citizen? | YES  NO | If not, do you have a permit to work in the UK? | | | YES  NO | |
| For this job, you will need to have the right to work in the UK or have a valid UK work permit. If you are not a UK, Irish or EU citizen, you will be asked for documentation to support your right to work in N. Ireland | | | | | | |
| Have you ever been convicted of a criminal offence, other than a spent conviction under the Rehabilitation of Offenders Act 1974? | YES  NO | If so, please give details:  Date/Offence/ Penalty. | | |  | |
| Are there any cases pending against you? | YES  NO | If so, please give details: | | |  | |
| Is there any reason why you cannot work in regulated activity? |  | | | | | |
| Note: A criminal conviction not relevant to the duties of the post will not exclude you from consideration/employment. Failure to disclose any conviction will. | | | | | | |
| Do you consider yourself to have a disability relevant to the position applied for?  YES / NO If so, please give details. | Yes/No | If selected for interview, do you have any particular needs to enable you to attend? | | | |  |
| Are you currently employed: | Yes/No | If so, what is your notice period that you must give your employer if leaving? | | | |  |
| Do you hold a clear driving license? |  | With access to a car for purposes of work? | | | |  |
| Are you applying for full time hours 37.5 or part -time? If part-time, please specify the number of hours | | |  | | | |
| Should your application for this post be unsuccessful, Do you wish your application be held and considered for other positions available? | | |  | | | |
| **SIGNIFICANT DATES**  Earliest date I could commence work:  Dates not available for interview:  Existing holiday bookings:  No of days sickness absence during past two years: | | | | | | |

**1.2 – REFEREES**

Please give the names of two people who can be contacted to give references for you (e.g. line manager, tutor). References will only be sought if an offer of employment has been made.

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| --- | --- | --- |
|  | Referee 1 | Referee 2 |
| Name |  |  |
| Relationship to applicant |  |  |
| Company |  |  |
| Job Title |  |  |
| Address |  |  |
| Telephone |  |  |
| Email |  |  |

**2.0 EDUCATION / SCHOOL QUALIFICATIONS**

(full time education /vocational training between 10/11 years of age and 18/19 years of age) courses taken and successfully completed.

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| --- | --- | --- | --- |
| **Subject studied** | **Duration of study** | **Examination Results / Certification** | **Date of qualification** |
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**HIGHER EDUCATION-** This applies to attendance & qualifications from university or other third level College

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| **Level – Degree/Diploma/ Certificate etc. studied** | **Dates**  **From To** | | **Subject** | **Qualification obtained** | **Year Obtained** |
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**Give details of any short courses or training attended within the last 3 years**

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| **Course Title** | **Content/ Purpose** | **Duration (hours)** | **Accreditation level** | **Accreditation achieved** |
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**3.0 EMPLOYMENT HISTORY:** *Start with your current or most recent employment, and work backwards through your career. Please state month and year for employment e.g. (01/12/06 – 01/02/07). Also include any significant periods of unpaid work / volunteering you have undertaken*

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| **Dates**  ***From To*** | | **Employer and**  **Location of Job** | **Position** | **Salary** | **Reason for Leaving** |
| **DD/MM/YY** | **DD/MM/YY** |  |  |  |  |
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**3.1 Employment Gaps:** Please detail reasons for any gaps in employment.

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| **Dates**  ***From To*** | | **Detail gaps in employment.** |
| **DD/MM/YY** | **DD/MM/YY** |  |
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**4.0 ESSENTIAL CRITERIA: Please evidence how you meet the criteria below.**

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| **1. Essential -** Qualifications, knowledge and & experience  Please use this space to detail how you meet the essential criteria in the job description. |
|  |
| Please use this space to provide details on how you meet the skills required for this post as detailed in the job description. |
|  |
| **Desirable Criteria**  If applicable, please use this space to provide details on how you meet the desirable criteria |
|  |

**NOTES:**

Where the number of candidates meeting the essential criteria warrants further reduction before selection for interview, STEP reserves the right to select for interview, only those candidates meeting the essential criteria who, based on the desirable criteria and their overall standard of application, best meet the needs of the organisation.

STEP reserve the right to draw inference of capacity to meet the demands of the position from the standard of presentation of the application.

**Access NI Checks** - If your application is successful and you are offered employment with us you will be asked to consent to an Enhanced Disclosure check (AccessNI). This is to ensure we safeguard children, young people and vulnerable adults with whom we work. You do not have to consent to these checks being carried out but, if consent is withheld, STEP have the right to withdraw the offer of employment.

**Data Protection Statement** - The information that you provide on this form and that obtained from other relevant sources will be used to process your application for employment. We may also use the information if there is a complaint or legal challenge relevant to this recruitment process. We may check the information collected, with third parties or with other information held by us. We may also use or pass to certain third parties’ information to prevent or detect crime, to protect public funds, or in other ways as permitted by law. By signing the application form, you are agreeing to the processing of sensitive personal data in accordance with our registration with the Data Protection Commissioner.

**DECLARATION**I declare that, to the best of my knowledge, the information given in my application is correct. I understand that providing misleading or false information will disqualify me from appointment or, if appointed, may result in my dismissal.

By completing this form, I understand that I give my consent under the Data Protection Act 2003 for this information to be processed in accordance with STEP policy for the purpose stated above.

I have completed this form myself. To the best of my knowledge the information given is correct. I understand that providing misleading or false information will disqualify me from selection or if appointed, may, on discovery, result in my immediate dismissal.

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| Signed |  | Date |  |

Completed applications should be returned by the closing date of **12.00 noon Thursday 20 March 2025** either by email to alison.mccann@stepni.org or in hard copy to the Dungannon office at the address above. If you submit an electronic application, please ensure to also send hard copy with signature by Thursday 27 March 2025. Please note that late applications will not be considered.

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**EQUAL OPPORTUNITIES FORM**  
 STEP is fully committed to the active promotion of equality and diversity in its employment practices, in the work that it undertakes and in the provision of all its services. STEP treats all employees, service users and the people with whom we engage fairly, irrespective of their age, gender, sexual orientation, ethnicity, faith, disability or impairment, including HIV status and mental health.

STEP needs to record these details which will only be used to fulfil our equal opportunities obligations and as a guide to developing inclusive recruitment strategies. The information contained in this form is completely confidential.

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| Job Title of post applied for |  |

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| Your age range (please tick box) | | | | | | | | | | | | | | | | |
| 16 – 21 | | 22 – 30 | 31 – 40 | | | | 41 – 50 | | | | 51 – 60 | | 61 – 65 | | 65+ | Not stated | |
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| Gender | | | | Male  Female | | | | | |
| How do you identify your ethnic group? Please tick the most suitable box or complete the section below | | | | | | | | | | | | | | | | |
| White | |  | Black other | | | |  | | | | Bangladeshi | |  | | Caribbean |  | |
| Irish Traveller | |  | White other | | | |  | | | | African | |  | | Other European |  | |
| Chinese | |  | Pakistani | | | |  | | | | Indian | |  | | Other (state) |  | |
| Do you consider yourself to have a disability? | | | | | | | | | | YES  NO  PREFER NOT TO DISCLOSE INFORMATION | | | | | | |
| If ‘YES’ Please state, the nature of the disability. | | | | | | | | | |  | | | | | | |
| If you are a UK/ Irish citizen habitually resident in N. Ireland Please state your community background | | | | | | | | | | | | | | | | |
| Protestant/ Unionist |  | | | | | | | | | | Catholic/ Nationalist | | |  | | |
| Are you a person with / without dependents (either children or adults)? | | | | | | | | | | | | | | | | |
| With dependents |  | | | | | | | | | | Without dependents | | |  | | |
| If you wish, you may disclose information about yourself in this section about your religion and sexual orientation. | | | | | | | | | | | | | | | | |
| Religion |  | | | | | | | | | | Sexual Orientation | | |  | | |
| Date form completed | | | |  |  |  | |  |  |  | |

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| --- | --- |
| Address | Monitoring Officer, STEP, the Junction, 12 Beechvalley Way, Dungannon |
| Email | pamela.mcginn@stepni.org |

**PLEASE RETURN YOUR COMPLETED FORMS TO:**