



Job Description & Person Specification – Money Guidance & Digital Skills Coach

Job Title:	Money Guidance & digital skills coach
Department:	Money Matters
Employed by:	Saltbox
Based at:	Saltbox, Bemersley House, Gitana Street, Hanley, Stoke-on-Trent, ST1 1DY (Various locations and delivery methods, i.e. office-based and through foodbank centres and community lounge drop-in sessions and home visits. Delivery face-to-face, telephone and online).
Salary:	£22,000 – pro-rata for part time role (£17,600 actual)
Hours:	Part Time – 28 hours/week
Responsible to:	Money Capability & Digital Lead
Contract:	Fixed until 31 March 2025 (may be extended with additional funding)
Recruitment:	This post is subject to a satisfactory DBS and reference checks

Purpose of the role

Supporting clients with budgeting and/or digital inclusion. You will work on the Money and Digital Inclusion Project, part of Saltbox Money Matters. As a team, we provide drop-in sessions at foodbank centres and community lounges and 1-2-1 appointments, offering budget coaching, benefits checks, online form filling and phone, laptop and tablet help, supporting clients through the cost of living crisis. To ensure we can best meet the needs of disadvantaged and financially excluded people.

Summary of duties

- To provide budget coaching to clients, including income maximisation, online benefits checks and expenditure minimisation.
- To provide clients with digital skills coaching at drop-in sessions or 1-2-1 appointments. We will cover digital basics such as setting up a device, accessing online services such as banking, shopping, budgeting, benefits, form filling, price comparisons and staying safe online.
- To collect and record client data and feedback on the Case Recording System, ensuring that General Data Protection Regulations Compliance is carried out.
- To maintain case records for the purpose of continuity of casework, information retrieval, monitoring and reporting.
- Recruit, train and coordinate volunteers.
- Providing digital coaching and support to Saltbox staff members and volunteers.
- To assist with the Money Matters Facebook page using Canva, scheduling regular updates on where to find advisers and other relevant content for clients.

- To attend events in the City to provide information and support to clients and to network with other organisations.
- Promote the service through networking with other organisations and forums.
- To develop and design promotional material for social media, leaflets, information bulletins and newsletters.
- To provide information, signposting and onward referrals for further money support and digital skills training and other support services.
- To attend appropriate training courses for providing digital skills and money guidance.
- To attend team meetings and supervision.
- To undertake such other duties as may be required by the Service Manager, Directors or Trustees.

Financial Capability & Digital Skills Coach - Person Specification

Requirements		Essential	Desirable
Skills/ Knowledge/ Experience	Able to demonstrate good, sympathetic person skills	√	
	Knowledge and understanding of Benefits, money guidance, online banking, budgeting, and comparison websites	√	
	Previous client/colleague coaching experience and supporting clients and volunteers		√
	Previous customer service skills	√	
	Previous experience working in the advice field		√
	Proven ability of working with diverse issues & people	√	
	Excellent written and oral communication skills, with the ability to communicate verbally to a wide range of audiences and individuals	√	
	Previous experience in using social media and producing promotional materials, including Facebook and Canva		√
	Numerically literate, including experience in supporting people with income, expenditure and household budgets		√
	IT literate, proficient with MS Office and other data management systems	√	
	Confident with using Apple and Android phones and tablets	√	
	Self-motivated and able to work under own initiative as well as within a team	√	

Personal Qualities	Ability to motivate others, inspire change and encourage and facilitate participation and engagement	√	
	Open to new ideas and developing the project	√	
	Willingness to work flexibly within a developing environment with a 'can do' attitude	√	
	Ability to work under pressure and in periods of change and development	√	
	Ability to drive with own transport	√	

Other Information:

Staff Benefits:

- Group Life Insurance
- A Health Care & Cash Plan delivered by Medicash
- A salary exchange scheme – this is only for staff who have opted into the Saltbox Pension Scheme
- Staff support & counselling service from local NHS provider
- 24 days annual leave. Plus an extra day on your birthday
- We are an above the Living Wage Employer

Saltbox:

Saltbox is an organisation with Christian values and principles, which was founded in 1983. Saltboxservices support those with all faiths and none. It is not a requirement to be a Christian to work for Saltbox, however, staff are expected to behave in accordance with our Values and Guiding Principles, which are detailed below:

Values:

Our message to individuals, communities and organisations is:

- You are valuable
- You have purpose
- You can be forgiven
- You can trust
- You can serve
- You can make a difference

Saltbox's Guiding Principles:

1. We are an organisation with Christian values & principles
2. We aim to make a difference to communities & to see individual lives transformed
3. We seek to work in partnership & seek collaborative opportunities to strengthen communities
4. We strive to be caring, professional & hardworking at all times