



Job Description

Job Title:	Financial Inclusion Adviser
Department:	Money Matters
Employed by:	Saltbox
Based at:	Saltbox, Bemersley House, Gitana Street, Hanley, Stoke-on-Trent, ST1 1DY (with drop-in face-to-face/telephone sessions delivered through community venues including Foodbank centres around Stoke-on-Trent)
Salary:	£24,689
Hours:	35 hours/week – Office-based, home working or community locations – flexibility required
Responsible to:	Operations Manager - Money Matters
Contract:	Temporary contract to end of March 2026, which may be extended subject to funding
Recruitment:	This post is subject to a satisfactory DBS and reference checks

Purpose of the role

- To hold drop-in sessions at foodbanks & other venues across Stoke, triaging clients and providing Financial Capability support, and signposting and referring appropriately.

Summary of duties

- To provide face-to-face, telephone, and online support to clients.
- To provide a warm and supporting welcome to clients.
- To triage client's situations and providing appropriate support to maximise their incomes, and signposting or referring them, either internally or externally, for appropriate further support.
- To carry out benefits checks using Money Matters online benefits calculator.
- Completing an income and expenditure exercise with clients.
- To support clients with money saving, budgeting and money management tips.
- To support clients to access grants and other money they may be eligible for such as fuel vouchers, housing/council tax benefits.
- To carry out administrative duties related to client casework, including updating the online databases, sending letters, scanning documents, organising electronic folders.
- To undertake training as necessary, and shadow others at foodbanks.
- To attend monthly team meetings and supervision
- To undertake such other duties as may be required by the Service Manager, Directors or Trustees.



Strengthening Our Communities



Financial Capability Adviser - Person Specification

Requirements		Essential	Desirable
Skills/ Knowledge/ Experience	Able to demonstrate good, empathetic, non-judgmental person skills	√	
	Experience of caseworking in financial inclusion and an understanding of the challenges that can arise	√	
	Basic understanding of the Welfare Benefits system	√	
	Proven experience of working with people from diverse backgrounds and a wide range of complex issues	√	
	Experience and sensitivity of working with people of different faiths and none	√	
	Excellent written and oral communication skills, with good attention to detail, and the ability to communicate verbally to a wide range of audiences and individuals	√	
	Experience in maintaining information, evaluation and related reports, must be numerically literate	√	
	IT literate, proficient with MS Office and other data management skills	√	
Personal Qualities	Self-motivated and able to work under own initiative as well as within a team	√	
	Ability to motivate others, inspire change and encourage and facilitate participation and engagement	√	
	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:

Saltbox:

Saltbox is an organisation with Christian values and principles, which was founded in 1983. Saltbox services 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