



JOB DESCRIPTION

Role Name	Money Coach (Credit Builder Loans)
Reports To	Head of Community & Business Development
Contract Type	Fixed-term (3 years) – subject to funding and successful completion of a probationary period. Full-Time (35 hours per week)
Salary Banding	£25,000 - £28,000
Role Purpose	<p>You'll play a vital role in supporting members who are taking out Credit Builder Loans.</p> <p>You will work directly with individuals to understand their financial situation, offer personalised guidance, and help them develop sustainable money management habits.</p> <p>Your support will empower members to build credit, manage debt, and improve their long-term financial resilience.</p>
Key Responsibilities	<ul style="list-style-type: none">• Provide one-on-one coaching sessions with Credit Builder Loan members, in-person and/or remotely.• Help members set and achieve financial goals through tailored action plans.• Educate members on budgeting, credit scores, savings, and debt management.• Monitor and support member progress throughout the duration of their loan.• Collaborate with internal teams to ensure a seamless and supportive member experience.• Maintain accurate records and contribute to reporting on outcomes and impact.

About You

We're looking for someone who is:

- Passionate about financial inclusion and empowering others.
- A strong communicator, empathetic listener, and effective motivator.
- Organised, proactive, and capable of managing a caseload independently.
- Comfortable working with people from a range of backgrounds and financial circumstances.

Essential Skills & Experience

- Experience in financial coaching, debt advice, support work, or related role.
- Strong understanding of personal finance and credit building.
- Ability to build trust and rapport with clients.
- IT literate and confident using databases, email, and digital tools.

Desirable

- Knowledge of credit unions or community finance organisations.
- Financial coaching or money advice qualifications (e.g., CeMAP, MAPS-accredited training).
- Experience working in community-based or not-for-profit settings.

What We Offer

We are committed to supporting your professional development and well-being. As a valued member of our team, you will benefit from:

- Competitive salary
- 25 days annual leave plus bank holidays
- Additional benefits upon successful completion of probation
- Death in Service cover (£20,000)
- Additional death benefit based on double salary
- Critical Illness Insurance
- £100 annual uniform allowance
- Christmas reward payment (currently £200)
- An additional day off for your birthday
- Access to an Employee Assistance Programme (EAP), including counselling and cashback on dental, optical, and chiropody expenses (up to £800 per annum)
- Enhanced sick pay (subject to qualifying criteria)
- Holiday trading scheme (buy/sell up to 5 days annually)

How to Apply

Please submit your application online. You will be asked to upload your CV and a brief cover letter outlining your interest in the role.

Applications are reviewed on a rolling basis, so early submissions are encouraged.