

Recruitment person specification

Post being recruited for: **Senior Advice Officer**

Our Behaviours

These apply to all posts

Respect

Integrity

Flexibility

Person specification

Category	Essential	Desirable (not every post needs desirable requirements)
Experience	<p>Experience of providing advice relating to welfare rights, debt or general household finances.</p> <p>Experience of dealing with a wide range of individual households including vulnerable groups.</p> <p>Experience of assessing the needs of households in relation to their financial circumstances.</p> <p>Experience of dealing with challenging situations and behaviours.</p>	<p>Experience of presenting information in a variety of forms.</p> <p>Experience of preparing for and representing service users at appeals, tribunal or court.</p> <p>Experience of holding and prioritising a large caseload.</p> <p>Experience of advocating on behalf of households.</p>

Knowledge, skills and understanding	<p>Sound knowledge of debt, welfare benefit and credit legislation</p> <p>Ability to deal with situations a sensitive manner.</p> <p>Ability to interpret and advise on complex issues and keep up to date with legislative changes and developments.</p> <p>Record and report writing skills.</p> <p>Ability to employ creative approaches to assist service users.</p> <p>Excellent communication and relationship building skills.</p> <p>Ability to work with minimal supervision.</p> <p>Ability to provide support and guidance.</p>	<p>Skilled in the preparation and presentation of appeals and tribunal information.</p> <p>Ability to make significant contribution to promotional campaigns and presentations.</p>
Qualifications and training	<p>Educated to higher level or relevant job experience.</p> <p>Evidence further training or qualification related to the post.</p>	<p>Formal qualification in Advice Related Field.</p>
Job specific requirements	<p>Ability to undertake community-based visits, including to people's homes.</p>	<p>.</p>

