

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

Experience of providing advice relating to welfare rights, debt or general household finances.

Experience of dealing with a wide range of individual households including vulnerable groups.

Experience of assessing the needs of households in relation to their financial circumstances.

Experience of dealing with challenging situations and behaviours.

Experience of presenting information in a variety of forms.

Experience of preparing for and representing service users at appeals, tribunal or court.

Experience of holding and prioritising a large caseload.

Experience of advocating on behalf of households.

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

