Recruitment person specification

Post being recruited for: Debt Advisor ……

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 money/debt Experience of dealing with a wide range of individuals and organisations including vulnerable groups Experience of undertaking in-depth interviewing and investigations relating to individuals' financial status Experience of dealing with crisis Situations	Experience of preparing for and representing clients at appeals, tribunal, small claims, court Experience of dealing with heavy caseloads whilst working under pressure to meet deadlines/service targets

Knowledge, skills and understanding	Sound knowledge of the debt, benefit and credit market Ability to deal with situations where clients who are suffering from financial hardship in a tactful and sensitive manner Ability to fully represent those in debt at court, tribunals etc. Ability to interpret and advise on complex legal issues and keep up to date with legislative changes and developments Record and report writing skills Ability to prioritise heavy caseloads Ability to employ creative approach to and in the execution of money advice work Skilled in the preparation and presentation of financial negotiation strategies to creditors Confident in dealing with a wide range of people and organisations Ability to maintain and provide comprehensive statistical information accurately and timeously Ability to work without supervision Ability to provide support and Guidance Computer literate	Knowledge of Court systems Ability to make significant contribution to promotional campaigns and presentations
Qualifications and training	As a high level of understanding of complex legal issues and literacy are necessary to carry out the tasks identified, education to a high level would be essential	A formal qualification in an advice related field such as debt advice, consumer advice, welfare benefits or law would be desirable. A high level of understanding of complex legal issues and literacy are necessary to carry out the tasks identified, education to a high level would be essential The postholder may be required to attain approval to become a lay representative under the Home Owner and Debtor Protection (Scotland) Act 2010
Job specific requirements		