Argyll and Bute Citizens Advice Bureau

**Debt / Money Adviser**

**Person Specification**

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|  | **Essential** | **Desirable** |
| Qualifications | * Good standard of general education with at least 3 Highers (one of which must be English) * Evidence of vocational training | Law qualification |
| Experience | * Experience in an advice setting * Experience of managing a complex caseload * Experience of mentoring other staff / volunteer advisers * Experience of collating information and preparing reports | * Experience in delivering debt and money advice * Knowledge of repossession and eviction procedures * Experience of lay representation (court) would be an advantage |
| Skills and Attributes | * Ability to work without close supervision, prioritise workload and meet deadlines * Ability to communicate effectively, both orally and in writing * Attention to detail and numeric accuracy * Competence with MS Word, Excel and Outlook | * Proven ability to work as part of a team * Experience of using complex spreadsheets |
| Values and Attitudes | * Understanding of the needs of vulnerable clients * Understanding and commitment to the aims and values of the CAB service * Ability to work flexibly as required by the needs of the service |  |