**CLACKMANNANSHIRE CITIZENS ADVICE BUREAU**

**Session supervisor/General Services Coordinator**

**Person Specification**

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|  | **ESSENTIAL** | **DESIRABLE** |
| **Experience** | * Experience in working with volunteers * Experience in giving advice on a range of subjects to members of the public * Minimum 3 years supervisory experience in advice work across a range of subjects including Money advice and welfare benefits * A working knowledge of the procedures of the citizens advice * Completion of Advice session supervisor training through citizens advice * Certificate of Money advice Service Quality framework(GGDA) to minimum of Advice level or equivalent | * Experience of delivering training sessions * Experience of delivering presentations * Writing formal letters and preparing reports, plans and proposals * Specialist experience in core CAB advice subjects * Experience in project and paid staff management |
| **Skills and attributes** | * Ability to communicate and establish good relationships with a range of people * Ability to work without close supervision, prioritise own work and meet deadlines * Ability to deal with difficult situations in a calm, effective non-confrontational manner * Ability to communicate effectively, both orally and in writing * Ability to network with other groups within the community * Ability to gather and accurately record statistics * Excellent organisational skills * Ability to work under pressure | * Ability to work as part of a team and on own initiative * Understanding of the needs of people who may be vulnerable, distressed or under stress * Ability to produce statistical and written reports to funders * Ability to look at the development of services and implement improvements with minimal input |

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| **Knowledge** | * An understanding of Castle case recording Systems and procedures * An understanding of the needs of the funders relating to clients, client profiles, recording of cases and financial gain. | * Knowledge of local voluntary organisations |
| **Values and attitudes** | * An understanding and commitment to the aims and principles of the CAB service and to the policies and procedures of the Bureau. | An understanding of the need for partnership working and a proactive approach to same. |
| **Other** | * A willingness to identify and undertake relevant training * Ability to work flexibly and to travel to a variety of locations within the area | Previous project management experience across a range of projects |