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
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| 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
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| 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
 |  |