

### Person Specification

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| **Job Title:** | **Bureau Co-Ordinator - CARF** |  |
| **Criteria** | **Essential** |
| Knowledge & Understanding | Evidence and/or qualifications at SCQF Level 8.  Evidence of continuous Professional Development.  Evidence of leading and developing a team.  Experience of supporting Senior Management.  Experience of Legal and Governance Responsibilities.  Understanding of the need to manage information in a sensitive and appropriate manner. |
| Communication, numeracy and ICT skills | Excellent communicator at all levels both within and outwith the organisation through use of the appropriate tools.  Excellent interpersonal skills with staff, management, customers and external parties.  Able to relate statutory/legal language in a manner that can be understood by all.  Good level of numeracy and literacy.  Contribute to IT solutions to enable effective and efficient advice.  Promotional and presentation skills, able to represent the organisation at events and meetings and publicise/market the service.  High awareness of all media methods and their impact on the organisation. |
| Generic cognitive skills, such as evaluation or analysis | Keen analytical skills, able to collate, review and interpret data.  Be able to use data to drive decision making to improve the service delivery.  Ability to identify and resolve problems quickly and efficiently.  Ability to create and manage systems to enable the effective management of the organisation. |
| Autonomy & Accountability | Ability to work on own initiative, prioritise work and manage pressures from both internal and external to the organisation.  Dependable, reliable, trustworthy and approachable.  Leads the organisation in continuously improving standards. |
| Practice: applied knowledge, skills and understanding | Demonstrable ability to provide front line management of a staff team.  Be capable of effective delegation, on-going staff appraisal, and understanding development needs/training.  Know how to ensure quality and performance standards are achieved.  Flexible approach to tasks and a positive attitude.  Able to work within required statutory standards.  Support the principal of volunteerism.  Clear understanding of the importance of excellence in service delivery.  Willingness to learn and develop new skills.  Awareness of current policy issues within their field, relating to individuals in Scotland.  Understanding of the issues that affect clients and how it affects individuals and their families.  Working knowledge of existing legislation.  Experience of peer checking or auditing casework.  Experience of training, supporting and supervising staff and volunteers.  Have an understanding of social policy related work and how to apply this in a work environment.  Knowledge of Health and Safety legislation.  Understand methods of research and be able to respond to the advice needs of local communities.  Ability to negotiate with external parties and organisations  Commitment to team working approach. |  |
| Other |  |  |
| **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. |  |