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|  | **Essential** | **Desirable** |
| **Qualifications** | At least 7 years experience within a similar organization or field | Educated to degree level or have equivalent relevant experience |
| **Experience** | Leadership experience in a comparable working environment  Managerial experience in staff recruitment, training, supervision and performance management  Experience in staff appraisal and development, and in the use and development of KPIs  Experience in financial/budget control and risk management  Experienced and understanding of in office administration, technologies and managing effective IT systems | Experience of partnership working in the voluntary and statutory sectors  Experience in advice sector  Knowledge and understanding of quality standards  Experience and demonstrable success of grant funding and competitive tendering  Experience of managing and reporting on statutory and institutional funding |
| **Skills and Attributes** | Excellent written and oral communications skills  Ability to conduct detailed negotiations  Project management and ability to manage change and development  Computer proficient  Skilled in report writing  Able to work to budget  Ability to work under pressure and make measured, appropriate responses in often complex situations  Keen analytical skills | Awareness of the social needs of local communities and services provided by the voluntary sector  Experience of statistical analysis for monitoring and evaluating purposes  Ability to build on existing professional networks |
| **Values and Attitudes** | Proven ability of working as part of a team  Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively  Support of the principle of voluntarism  Experience of devising and implementing equal opportunities policies and practices  An innovator who likes the challenge of developing and implementing new approaches  Well organised, self-reliant and able to work independently  Commitment to quality customer care, and staff welfare | Understanding of and commitment to the aims and principles of the CAB service |
| **Knowledge** | Understanding of social exclusion issues and the role of the voluntary sector  Understanding of local authority structures  Knowledge of committee procedures  Knowledge of the benefits of IT | Understanding of the current and evolving welfare reform or advice sector landscape  Awareness of the needs and responsibilities of GDPR and the Data Protection Act |
| **Other** | Willing to be flexible and adaptable in meeting the needs of the service  Able to work on own initiative  Willing to undertake occasional work out of office hours  Ability to travel within the local CAB area and elsewhere, as required | Ability to work with the media and develop the organisation’s social media footprint  Understanding of brand development |