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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 environmentManagerial experience in staff recruitment, training, supervision and performance managementExperience in staff appraisal and development, and in the use and development of KPIsExperience in financial/budget control and risk managementExperienced and understanding of in office administration, technologies and managing effective IT systems | Experience of partnership working in the voluntary and statutory sectorsExperience in advice sectorKnowledge and understanding of quality standardsExperience and demonstrable success of grant funding and competitive tenderingExperience of managing and reporting on statutory and institutional funding |
| **Skills and Attributes** | Excellent written and oral communications skillsAbility to conduct detailed negotiationsProject management and ability to manage change and developmentComputer proficientSkilled in report writingAble to work to budgetAbility to work under pressure and make measured, appropriate responses in often complex situationsKeen analytical skills | Awareness of the social needs of local communities and services provided by the voluntary sectorExperience of statistical analysis for monitoring and evaluating purposesAbility to build on existing professional networks |
| **Values and Attitudes** | Proven ability of working as part of a teamAbility to give and receive feedback objectively and sensitively and a willingness to challenge constructivelySupport of the principle of voluntarismExperience of devising and implementing equal opportunities policies and practicesAn innovator who likes the challenge of developing and implementing new approachesWell 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 sectorUnderstanding of local authority structuresKnowledge of committee proceduresKnowledge of the benefits of IT | Understanding of the current and evolving welfare reform or advice sector landscapeAwareness 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 serviceAble to work on own initiativeWilling to undertake occasional work out of office hoursAbility to travel within the local CAB area and elsewhere, as required | Ability to work with the media and develop the organisation’s social media footprintUnderstanding of brand development |