

# EAST AYRSHIRE CITIZENS ADVICE BUREAU

Referrals Officer

## Person Specification



<b>MONEY ADVICE WORKER</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>QUALIFICATIONS AND EXPERIENCE</b>	<p>Recent experience of working in an administrative role</p> <p>Experience of preparing reports and collating statistical data</p> <p>Experience of preparing template letters to a high standard.</p>	<p>Experience of working with volunteers</p>
<b>SKILLS AND ATTRIBUTES</b>	<p>Well-developed organisational skills</p> <p>Ability to prioritise workload effectively</p> <p>Ability to communicate effectively both orally and in writing</p> <p>Ability to problem solve and suggest solutions</p>	<p>Understanding of the value of social policy work</p> <p>Negotiation skills</p>
<b>KNOWLEDGE</b>	<p>Working knowledge of Microsoft software and related packages with a particular emphasis on Excel</p>	<p>Knowledge of Citizens Advice and what we do</p> <p>Working knowledge of the Citizens Advice CASTLE system</p>
<b>OTHER</b>	<p>Responsible and reliable</p> <p>A willingness to undertake training identified in collaboration with the Bureau Manager</p> <p>Ability to prioritise workload and meet deadlines</p>	<p>Experience of working with other organisations both voluntary and statutory</p>

