**Roxburgh & Berwickshire CAB**

**Person Specification – Money Adviser**

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|  | **ESSENTIAL** | **DESIRABLE** |
| **Qualifications** | CAS Adviser Training Programme  **Money Advice Practice Qualification** |  |
| **Experience** | Recent experience of providing money advice to Scottish National Standards competence  Experience of using debt systems and procedures  Experience of the Debt Arrangement Scheme in Scotland  Understanding of court procedures and papers relating to debt | Networking with other organisations  Experience of partnership working in the voluntary and statutory sectors. |
| **Skills & Attributes** | Excellent written and oral communication skills  Ability to research, understand and explain complex information both orally and in writing  IT proficiency – good working knowledge of advice and office software, e.g. Microsoft software and related packages  Ability to mentor new and existing volunteers  Attention to detail  Problem-solving skills  Ability to work under pressure  Ability to conduct detailed negotiations  Ability to manage time and prioritise workload  Ability to be flexible in approach to meet individual needs |  |
| **Values & Attitudes** | Support the principle of volunteerism  Commitment to team working approach  Commitment to equality of opportunity  Support the aims and principles of Citizens Advice |  |
| **Knowledge** | A knowledge of money advice strategies  A working knowledge of the AIB DAS/BASYS systems  A sound working knowledge of welfare benefits and of the legal rights of debtors and creditors  An understanding of the role of volunteers and their motivation  Willing to be flexible and adaptable in meeting the needs of the service  Able to work on own initiative  Ability to travel as required by job remit and occasionally undertake work out of office hours. | A working knowledge of the CASTLE case management system |