### Person Specification

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| **Job Title:** | **Adviser** |
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| Knowledge & Understanding | * Combination of education and experience to SCQF Level 6 or 7 * Evidence of continuous professional development. * Relevant qualification would be useful. * Must possess and maintain expertise in relevant legislation, case law and codes of practice. * Minimum 2 years recent experience working within an advice environment. |
| Communication, numeracy and ICT skills | * Ability to communicate effectively with people in writing and verbally, including by telephone. * Good interpersonal skills in a customer-facing role. * Able to empathise with clients while ensuring required action is advised, including directing clients to other sources of advice and support. * Able to relate statutory/legal language in a manner that can be understood by all clients. * Ability to negotiate with external parties and organisations. * Commitment to team working approach. * Promotional and presentation skills, able to represent the organisation at events and meetings and publicise/market the service. * High level of numeracy and literacy, with an ability to capture and collate statistical information for analysis. * Demonstrate a competent knowledge of Microsoft Office applications and an ability to learn and use a range of other software on a daily basis. |
| Generic cognitive skills, such as evaluation or analysis | * Keen analytical skills, able to collate, review and interpret data. * Ability to identify and resolve problems quickly and efficiently. * Good time management skills. * Good interview and diagnostic skills |
| Autonomy & Accountability | * Ability to work on own initiative, prioritise work and handle pressure. * Dependable, reliable, trustworthy and approachable. * Able to work to agreed quality standards. * Able to work flexible hours as required by the service and the needs of clients. * Possess an organised approach to all areas of work, including recording and filing of work, while being cognisant of the need for discretion and security of information. |
| Practice: applied knowledge, skills and understanding | * 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 volunteers. * Have an understanding of social policy related work and how to apply this in a work environment. * Knowledge of Health and Safety legislation. * Awareness of the advice needs of local communities. * Have an understanding of, and commitment to, equal opportunities and diversity. |
| Other | * Ability to travel throughout the region. |
| 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. |