### 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.
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| 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.
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| 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
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| 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.
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| 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.
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| Other | * Ability to travel throughout the region.
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| 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.
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