### 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. |  |

Job Specs using this person spec;

CARF

Adviser Central Support Team

Adviser Contact Centre Support Team

Financial Inclusion Caseworker

Frontline CC Welfare reform Telephone Adviser

Income Maximisation Officer

Money Adviser

Welfare Benefits Adviser CHSS

Welfare Benefits Adviser McMillan

Welfare Benefits Adviser Healthy Heating

Welfare Benefits Adviser SLAB

Welfare Benefits PASS Caseworker

Financial Inclusion Caseworker W2W Gingerbread

Welfare Benefits Adviser Pop up

Regional Support Officer Armed Forces

DAGCAS

Debt Advice Worker

Debt Adviser

Homeless Housing Adviser

Housing Specialist

In court Adviser FT & PT

Money Advice Worker

Money Adviser

Patient Adviser

Welfare Benefits Adviser Healthy Heating

Welfare Benefits Adviser S4L

Welfare Benefits Specialist Prison

Welfare Benefits Specialist Stranraer

Adviser/Trainer

Welfare Benefits Adviser Trainer