

CLACKMANNANSHIRE CITIZENS ADVICE BUREAU

Advice Services Manager

Person Specification

	ESSENTIAL	DESIRABLE
Experience	<ul style="list-style-type: none"> ▪ Experience in working with volunteers including training and recruitment ▪ Experience in giving advice on a range of subjects to members of the public ▪ Minimum 3 years supervisory experience in advice work across a range of subjects including money advice and welfare benefits ▪ A working knowledge of the procedures of the Citizens Advice Service & Bureau ▪ Completion of Advice Session Supervisor training through Citizens Advice or significant experience of same. ▪ Writing formal letters and preparing reports, plans and proposals ▪ Experience in project and staff management, recruitment and development 	<ul style="list-style-type: none"> ▪ Experience of delivering training sessions ▪ Experience of delivering presentations ▪ Specialist experience in core CAB advice subjects ▪ 5 years+ experience in generalist advice work ▪ Certificate of Money Advice Service Quality framework(GGDA) to minimum of Advice level or equivalent
Skills and attributes	<ul style="list-style-type: none"> ▪ Ability to communicate and establish good relationships with a range of people ▪ Ability to work without close supervision, prioritise own work and meet deadlines ▪ Ability to deal with difficult situations in a calm, effective non-confrontational manner ▪ Ability to communicate effectively, both orally and in writing ▪ Ability to network with other groups within the community ▪ Ability to gather and accurately record statistics ▪ Excellent organisational skills 	<ul style="list-style-type: none"> ▪ Understanding of the needs of people who may be vulnerable, distressed or under stress ▪ Ability to look at the development of services and implement improvements with minimal input ▪ To be able to plan ahead in a strategic manner

	<ul style="list-style-type: none"> ▪ Ability to work under pressure ▪ Ability to work as part of a team and on own initiative ▪ Ability to produce statistical and written reports to funders, management and external organisations ▪ Ability to identify training needs and gaps and implement training as required. ▪ Ability to constructively feedback and receive the same. ▪ Ability to organise and chair meetings that come under the remit of the post ▪ 	
Knowledge	<ul style="list-style-type: none"> ▪ An understanding of Castle case recording systems and procedures ▪ An understanding of the needs of the funders relating to clients, client profiles, recording of cases and financial gain. ▪ In-depth knowledge of quality assurance audits including Scottish National Standards and Citizens Advice Scotland 	<ul style="list-style-type: none"> ▪ Knowledge of local voluntary organisations
Values and attitudes	<ul style="list-style-type: none"> ▪ An understanding and commitment to the aims and principles of the CAB service and to the policies and procedures of the Bureau. ▪ An understanding of the need for partnership working and a proactive approach to same. ▪ Be proactive in reviewing processes and willing and capable of making any required adjustments. 	
Other	<ul style="list-style-type: none"> ▪ A willingness to identify and undertake relevant training ▪ Ability to work flexibly and to travel to a variety of locations within the area 	<ul style="list-style-type: none"> ▪ Previous project management experience across a range of projects