

PERSON SPECIFICATION

FINANCIAL INCLUSION OFFICER

Specification Type	Additional/changed requirements	E/D	Measure
Personal Skills	Proven ability to work in a co-operative and flexible manner within a team ethos irrespective of personal opinions.	E	1, 3
Personal Skills	Effective oral communication skills with particular emphasis on negotiating and representing.	E	1, 3
Personal Skills	Effective writing skills with particular emphasis on preparing reports and correspondence.	E	1, 2, 3
Personal Skills	Ability to be an effective court advocate.	E	1, 3
Personal Skills	Ability to liaise effectively within the voluntary and community sector.	E	1, 3
Personal Skills	Ability to prioritise tasks, to identify and work to deadlines and to manage time effectively under own initiative.	E	1, 2, 3
Personal Skills	Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.	E	1, 3
Personal Skills	Ability to monitor and maintain own standards	E	1, 3
Experience	Experience of client focused money advice casework (in a paid or voluntary capacity).	E	1, 3
Experience	Must demonstrate a good awareness of the benefits system and how this relates to the needs of disabled clients.	E	1, 3
Experience	Ordered approach to casework and an ability to follow and develop agreed procedures.	E	1, 2, 3
Experience	The ability to work methodically within defined systems and to maintain accurate case and statistical records, using computers where appropriate.	E	1, 3
Experience	An understanding and commitment to work within the aims and principals of the Money Advice Service Guidance for Approved Money Advisers.	E	1, 3
Experience	Demonstrate an understanding of social trends and their implications for clients and service provision.	D	1, 3
Attainments/Qualifications	5 O level Grade A-C/CSE or GCSE equivalent qualifications	E	1, 4
Attainments/Qualifications	CIH qualification or experience of working in a Housing organisation/department.	E	1, 4
Attainments/Qualifications	Qualified to degree level	D	1, 4
Attainments/Qualifications	Affiliate Institute of Money Advisors Membership or experience of working in a money advice role.	E	1, 4
Knowledge	Knowledge of working in an outreach setting.	D	1, 3
Knowledge	An up to date knowledge of legislation and court procedures relevant to giving debt advice.	E	1, 3

Specification Type	Additional/changed requirements	E/D	Measure
Special Requirements	Some evening/weekend work may be required	E	1
Special Requirements	Possession of a full driving licence	D	1, 4

Car Allowance:

This post does carry a designated car user status.

E/D:

Essential (E)

Desirable (D)

Measure:

1. Application form
2. Test after shortlisting
3. At interview
4. Documentary evidence
5. Other [please specify]