**Citizens Advice – Hull & East Riding**

**Person Specification**

**Advice Service Supervisor**

1. Recent and ongoing experience of advice work.
2. Experience of supervising staff and volunteer advice workers to achieve required standards.
3. Understanding of the importance of support, development and motivation.
4. Ability to demonstrate how you keep knowledge up to date.
5. Ability to analyse and interpret complex information and a desire to constantly improve the service.

1. Ability to communicate effectively both orally and in writing
2. Understanding of the issues involved in interviewing clients.
3. Experience of working to Quality Mark Standards

1. Ability to prioritise the day to day delivery of the advice session over a number of channels to meet client needs and targets.
2. Ability to prioritise own work and the work of others, meet deadlines and manage workload in a pressured environment.
3. Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
4. A flexible approach and the ability and willingness to work as part of a team.
5. Ability to monitor and maintain recording systems and procedures, using IT as appropriate

.

1. Understanding of the issues affecting society and their implications for clients and service provision.
2. Understanding of and commitment to the aims and principles of the Citizens Advice service and its equal opportunities policies.
3. Understanding of, and ability to undertake research and campaigning work.