

APPLICATION PACK

COMPETENCY BASED PERSON SPECIFICATION

PLEASE READ PAGE 1 OF THE GUIDANCE NOTES FOR MORE INFORMATION ABOUT THIS DOCUMENT

Job Title: Debt Advice Worker (Supervisor/Advisor/Trainee)

Competency: Respect for diversity **How Measured:** F/I

Demonstrates behaviors that include fairness, respect, dignity, inclusiveness, empathy, integrity, and ethical conduct. Advocates for and demonstrates an understanding of the value of differences that promote and sustain a diverse community.

Essential Criteria:

- Ability to work in a way that promotes equality of opportunity, diversity and inclusion

Competency: Professional knowledge/expertise **How Measured:** F/I/T

We are open to applicants at different levels of experience

Trainee Essential Criteria:

- An interest in debt advice and social justice
- A willingness to undertake intensive training to become a MaPS certified debt Advisor

Advisor Essential Criteria:

- Minimum of 1 year recent full time experience (or part-time equivalent) of Debt advice & casework, either paid or as a volunteer

Supervisor Essential Criteria:

- Minimum of 2 years recent full time experience (or part-time equivalent) of Debt advice & casework
- Thorough knowledge of relevant legislation and case law
- Experience of working under MaPS contract for debt work

Competency: Analytical, evaluation and problem solving **How Measured:** I/T

Assesses and interprets information, defines key issues and takes a proactive approach to dealing with them. Actively identifies solutions to problems and implements these appropriately.

Essential Criteria:

- A proactive approach to research, analyse and interpret complex information / issues and present well thought out solutions
- Ability to solve problems in a creative, logical and solution focused manner and take well-informed, effective, and timely decisions

Competency: Effective communication **How Measured: I**

Displays good interpersonal and communication skills, talks and writes logically, concisely and persuasively. Actively listens, observes and picks up on the content of what is being said. Communicates ideas and information in the appropriate manner for the audience.

Essential Criteria:

- Ability to communicate complex issues clearly, succinctly and sensitively, both verbally and in writing
- Excellent listening and negotiation skills

Competency: Planning, organising and delivery **How Measured: F/I**

Adopts a clear approach to planning, prioritising and organising work, to meet individual and organisational objectives, making effective use of time and resources.

Essential Criteria:

- Ability to plan and deliver own work effectively, under pressure and to meet deadlines
- Excellent planning, organisational and time management skills, with the ability to multi-task between projects
- Ability to work on own initiative and prioritise a busy workload
- Robust IT skills, including an ability to use word processing, spreadsheet, case management software and the use of the internet

Competency: Team working and interpersonal skills **How Measured: I**

Works co-operatively and flexibly with other members of the team to achieve a common goal. Communicates within groups and considers others in discussions and decisions. Actively helps and supports others. Understands and is tolerant of differing needs and viewpoints.

Essential Criteria:

- Ability to build trust and positive working relationships both internally and externally
- Ability to communicate and work effectively, co-operatively and considerately with colleagues and to receive as well as give support

Competency: Achieving results **How Measured: F/I/T/P**

Demonstrates a drive to do things better and to set and strive for challenging goals that support the long-term success of the organisation. Identifies priorities and develops clear goals that are consistent with agreed strategies and objectives. Establishes plans of action to ensure achievement of results and delivers results in a timely manner.

Debt Supervisor Essential Criteria:

- Ability to manage, supervise and motivate a staff team to develop and improve performance and enable personal development
- Proven ability to maintain and monitor service delivery against agreed targets within an advice quality framework

Desirable Criteria:

- Experience of line management / staff supervision