



## **HEAD OF EXTERNAL OPERATIONS**

### **PERSON SPECIFICATION**

1. Experience in delivery of project and change management
2. Relevant experience of staff management, including knowledge of recruitment, training and development and motivation
3. Experience of monitoring and ensuring contract delivery against agreed targets
4. Experience of delivering performance improvement plans
5. Effective communication skills
6. Ability to plan and rearrange own work and work of others in a pressured environment
7. Ability to use IT in the provision of casework and to analyse and interpret complex information
8. Numeracy skills for monitoring and analysis of statistics and for checking calculations
9. Ability to build and maintain relationships with funders and external partners
10. Understand and be committed to Citizens Advice aims, principles and policies