

# Person specification

## Essential

1. Experienced Generalist adviser with up to date knowledge of the wider benefit landscape
2. Ability to be able to work in a sensitive environment with minimal supervision
3. Ability to carry out accurate benefit check calculations
4. Basic knowledge of multiple enquiry areas to aid with identifying emergencies and making referrals where appropriate
5. Ability to use sensitive listening and questioning skills to get to the root of the issues and empower clients, whilst maintaining structure and control of the calls with them
6. Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively
7. Good IT knowledge and the ability to use IT systems and packages, and resources in the provision of advice, record keeping and document production
8. Ability to work in a confidential environment with an understanding of information assurance and safety in those settings
9. Willingness and ability to commit to a rota within the core hours of the service
10. Ability to commit to and work with the aims, principles and policies of the Citizens Advice service
11. A good up to date understanding of equality and diversity and its application to the provision of advice
12. Ability to monitor and maintain standards for advice provision and quality assurance.