

# Generalist Adviser

## Person specification

### Essential Criteria

1. Ability to interview clients using sensitive listening and questioning skills to get to the root of issues and empower clients, whilst maintaining structure and control of meetings.
2. The capacity to work unsupervised or with minimal supervision
3. Good communication and IT skills to deal efficiently with queries, using online information and recording cases on our IT system
4. The ability to meet set targets and work to KPIs
5. Ability to manage your workload in a pressured environment
6. Proven understanding of equality and diversity and its application to the provision of advice.
7. Willing to undertake ongoing training
8. Ability to commit and work within the aims, principles and policies of the Citizens Advice service.

### Desirable Criteria

9. Full driving licence