



CITIZENS ADVICE LEIGHTON-LINSLADE

Person Specification: Chief Officer

Essential

- Understanding of and commitment to Citizens Advice aims, principles and policies.
- Relevant experience of advice work.
- Meet/be prepared to meet the competency requirements for both an advice session supervisor and a generalist advisor.
- Ability/experience of leadership, strategic planning, development and management of service provision.
- Good interpersonal skills including the ability to motivate staff and to delegate effectively and appropriately with adequate follow-up.
- Understanding of human resource management, including recruitment, training development and motivation.
- Ability to work on own initiative, prioritise work, handle pressure and take day to day decisions on the running of the organisation.
- Ability to undertake fundraising activities.
- Ability to manage a budget under the guidance of the Honorary Treasurer.
- Ability to communicate effectively in person, in writing and over the telephone.
- Ability to research, analyse and interpret complex information and produce verbal and written reports.
- Willingness to learn and develop.
- Understanding of equalities and diversity best practice and legislative requirements in relation to service delivery, business development and recruitment.

Desirable

- Understanding of the voluntary sector.
- Broad understanding of the operation of local and national government and the administration of public and legal services.
- Experience of developing quality standards and monitoring service delivery against agreed targets.
- Ability to develop, monitor and maintain management information systems and procedures.