

## PERSON SPECIFICATION

### Money Adviser – Debt Management Unit

Assessment Method		Application Form	Interview	Competency Based Test
<b>ESSENTIAL CRITERIA – Experience</b>				
1.	A minimum of one year’s full-time equivalent experience of delivering specialist debt advice to AQS and MAS casework standards to satisfy the Money Advice Standards of Competence at Court representation level or above.	•		•
2.	A broad working knowledge of welfare benefits.	•		•
<b>ESSENTIAL CRITERIA – Skills &amp; Abilities</b>				
3.	Excellent communication and interpersonal skills, including ability to liaise and communicate effectively with clients, third parties and colleagues at all levels.	•	•	
4.	Experience of working without close supervision with ability to work to deadlines and to manage time effectively.	•	•	
5.	Experience of managing target based casework using set procedures to ensure a case is followed through from inception to conclusion.	•	•	
6.	Ability to work effectively and collaboratively with peers/team members.	•	•	
7.	An understanding of and commitment to implementing the Aims, Principles and Policies of the Citizens Advice service.	•	•	
8.	An ability to demonstrate a commitment to training and a willingness to participate in continued personal development opportunities.	•		
<b>DESIRABLE CRITERIA</b>				
D1	Accredited by CITA (or another Competent Authority) as an Approved Intermediary for Debt Relief Order purposes OR proven recent experience to enable such accreditation.	•		