

PERSON SPECIFICATION

Supervisor – Debt Management Unit

Assessment Method		Application Form	Interview	Competency Based Test
ESSENTIAL CRITERIA – Experience				
1.	A minimum of 2 years full-time equivalent recent experience of delivering specialist debt advice to AQS and MAS casework standards with an ability to satisfy the Money Advice Standards of Competence at Court representation level or above.	•	•	•
2.	Experience of managing high volume workloads in a performance driven environment.	•	•	
3.	Experience of supervising a team – allocation and coordination of work, undertaking file reviews and quality checking of paid staff with an ability to give/receive feedback objectively and to challenge constructively.	•	•	
4.	Experience in providing technical support and training to staff/volunteers.	•	•	
5.	A broad working knowledge of welfare benefits.	•	•	•
ESSENTIAL CRITERIA – Skills and Abilities				
6.	Excellent communication and interpersonal skills, including ability to liaise and communicate effectively with clients, third parties and colleagues at all levels.	•	•	
7.	Experience of managing target based casework using set procedures to ensure a case is followed through from inception to conclusion.	•	•	
8.	Ability to manage own workload, whilst leading and managing a team effectively to deliver each element of the service.	•	•	
9.	An understanding of and ability to effectively lead and manage a performance driven team.	•	•	
10.	Ability to monitor and develop performance driven projects and produce meaningful information and reports.	•	•	
11.	Experience/ability to deliver presentations and represent Citizens Advice Manchester (CAM) at external meetings.	•	•	
12.	An understanding of and commitment to the Aims, Principles and Policies of the Citizens Advice service.	•	•	