

PERSON SPECIFICATION
MAS Contact Centre Supervisor/Caseworker

Assessment Method		Application Form	Interview	Competency Based Test
ESSENTIAL CRITERIA – Experience				
1.	A minimum of 2 years' experience in delivering debt advice casework to specialist level.	•	•	•
2.	Authorised and approved as a Debt Relief Order intermediary by a competent authority.	•		
3.	Experience of supporting volunteers and/or paid advisers to give accurate, consistent and high quality advice to clients.	•	•	
4.	Experience of undertaking file reviews and quality checking of paid staff with an ability to give/receive feedback objectively and to challenge constructively.	•	•	
5.	Experience in providing informal technical support and training to staff and volunteers.	•	•	
ESSENTIAL CRITERIA – Skills & Abilities				
6.	The ability to liaise and communicate effectively and sensitively with clients, private, statutory and voluntary sector agencies.	•	•	
7.	An ability to maintain accurate case records and a willingness to follow agreed procedures and systems to the standards required by the Citizens Advice Membership Scheme & Money Advice Service quality framework.	•	•	
8.	The ability to prioritise tasks, to identify and work to deadlines and to manage time effectively using own initiative.	•		
9.	The ability to work effectively as part of a team and to take individual responsibility.	•		
10.	An ability and willingness to act as Deputy in the absence of the MAS Contact Centre Manager.	•		
11.	An ability to support the delivery of advice through telephone and digital channels.	•	•	
12.	An understanding of and commitment to the Aims, Principles and Policies of the Citizens Advice service.	•	•	