

APPLICATION PACK

COMPETENCY BASED PERSON SPECIFICATION

PLEASE READ PAGE 1 OF THE GUIDANCE NOTES FOR MORE INFORMATION ABOUT THIS DOCUMENT

Job Title: Advice Supervisor (Debt and Quality)

Competency: Respect for diversity **How Measured:** F

Demonstrates behaviors that include fairness, respect, dignity, inclusiveness, empathy, integrity, and ethical conduct. Advocates for and demonstrates an understanding of the value of differences that promote and sustain a diverse community.

Essential Criteria:

- Ability to work in a way that promotes equality of opportunity, diversity and inclusion

Competency: Professional knowledge/expertise **How Measured:** F/I/T

Having achieved a comprehensive level of technical and professional skill or knowledge in position-related areas.

Essential Criteria:

- Minimum of 2 years' recent full time experience (or part-time equivalent) of high level specialist debt/money advice & casework
- Have gained MAS accredited qualification in debt advice
- Thorough knowledge of relevant legislation and case law

Desirable Criteria:

- To be an approved intermediary for Debt Relief Orders

Competency: Achieving results **How Measured:** F/I/T/P

Demonstrates a drive to do things better and to set and strive for challenging goals that support the long-term success of the organisation. Identifies priorities and develops clear goals that are consistent with agreed strategies and objectives. Establishes plans of action to ensure achievement of results and delivers results in a timely manner.

Essential Criteria:

- Ability to manage, supervise and motivate a staff team in order to develop and improve performance and enable personal development
- Proven ability to maintain and improve high standards of service delivery for self and a staff team within an advice quality framework
- Proven ability to maintain and monitor service delivery against agreed targets

Desirable Criteria:

- Experience of line management / staff supervision

Competency: Analytical, evaluation and problem solving **How Measured:** I/T/P

Assesses and interprets information, defines key issues and takes a proactive approach to dealing with them. Actively identifies solutions to problems and implements these appropriately. Can demonstrate recognition and development of new ideas and opportunities.

Essential Criteria:

- A proactive approach to research, analyse and interpret complex information / issues and present well thought out solutions
- Ability to solve problems in a creative, logical and solution focused manner and take well-informed, effective, and timely decisions
- Proven ability to undertake independent file / case reviews, ensure corrective action is followed and any systemic issues solved

Desirable Criteria:

- None

Competency: Effective communication **How Measured:** F/I/P

Displays good interpersonal and communication skills, talks and writes logically, concisely and persuasively. Actively listens, observes and picks up on the content of what is being said. Communicates ideas and information in the appropriate manner for the audience.

Essential Criteria:

- Ability to communicate complex issues clearly, succinctly and sensitively, both verbally and in writing
- Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively
- Excellent listening and negotiation skills

Desirable Criteria:

- Presentation / training skills

Competency: Planning, organising and delivery **How Measured:** I

Adopts a clear approach to planning, prioritising and organising work, to meet individual and organisational objectives, making effective use of time and resources.

Essential Criteria:

- Ability to plan and deliver own and teams work effectively, under pressure and to meet deadlines within a target driven environment
- Excellent planning, organisational and time management skills, with the ability to multi-task between projects
- Ability to work on own initiative and prioritise a busy workload
- Excellent IT skills, including use of word processing, spreadsheet, case management software and the use of the internet

Desirable Criteria:

- None

Competency: Team working and interpersonal skills How Measured: I/P

Works co-operatively and flexibly with other members of the team to achieve a common goal. Communicates within groups and considers others in discussions and decisions. Actively helps and supports others. Understands and is tolerant of differing needs and viewpoints.

Essential
Criteria:

- Ability to build trust and positive working relationships both internally and externally
- Ability to communicate and work effectively, co-operatively and considerately with colleagues and to receive as well as give support
- Ability to support staff on a day to day basis and advise or assist with technical, legal or procedural casework issues, particularly for debt related matters

Desirable
Criteria:

- None