**Cheetham Hill Advice Centre**

**Advice & Volunteer Manager**

**Person Specification**

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|  | **Minimum Essential Requirements** | **Assessment Method\*** |
|  | **Experience** |  |
| 1. | Experience of managing or supervising advice staff and/or volunteers | A/I |
| 2. | Experience of managing and developing an accessible social welfare advice service | A/I |
|  | **Skills and Knowledge** |  |
| 3. | Ability to understand and implement an equal opportunities policy in an ethnically diverse community | A/I |
| 4. | Ability to manage, motivate, supervise and support advice staff and volunteers | A/I |
| 5. | Ability to monitor, collate and analyse statistical and other data, and adapt services in response to advice need | A/I |
| 6. | Good communication and presentation skills with an ability to design and deliver a programme of in-house learning | A/I |
| 7. | Excellent organisational and planning skills, with the ability to deliver high quality work whilst under pressure | A/I |
| 8. | Substantial knowledge of key areas of social welfare law, with an understanding of the impact of welfare reform on individuals and families | A/I |
| 9. | Ability to write successful funding bids and organise and participate in other fundraising activities | A/I |
| 10. | Excellent interpersonal skills with the ability to foster collaborative and long-lasting relationships | A/I |
| 11. | Strong digital and research skills with ability to use a range of IT packages | A/I |
| 12. | Commitment to, and ability to implement, the organisation’s values and beliefs | A/I |
|  | **Other requirements** |  |
|  | Willingness to undertake training as appropriate | I |
|  | Willingness to comply with CHAC’s “No Smoking” policy | I |
|  | Willingness to work, on occasion, outside normal working hours, with time off in lieu | I |

**\* A = application form I = interview**