

Gedling Homes

Person Specification – Debt Advisor

Competency/Skills/ Knowledge/Education	Personal Qualities	Category	Method of Assessment
(1) <u>Educational Standard/Qualifications</u>	<ul style="list-style-type: none"> • GCSE Mathematics and English 	E	App/cert
(2) <u>Specialist Skills</u>	<ul style="list-style-type: none"> • Good numeracy skills • Keyboard skills • IT literate • Effective communicator • Good customer relations • Welfare Benefit Knowledge • Debt management knowledge • Full driving licence 	E E E E E E E E	App/Int App/Int App/Int App/Int App/Int App/Int App/Int App/Int
(3) <u>Experience</u>	<ul style="list-style-type: none"> • Interaction with County Court • Agency interaction (CAB, DWP etc) • Dealing with vulnerable people • Face to face customer experience • Representation at tribunals, court and panels • Significant debt advice experience whether paid or voluntary 	D E E E D E	App/Int App/Int App/Int App/Int App/Int App/Int

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(4) <u>Key Skills</u>	<ul style="list-style-type: none"> • Positive approach • Time management skills • Committed to continual improvement • Highly organised • Flexible in approach • Communication skills • Numeracy skills to be able to prepare financial statements 	E E E E E E E	App/Int App/Int App/Int App/Int App/Int App/Int App/Int
(5) <u>Specialist Knowledge</u>	<ul style="list-style-type: none"> • County Court procedures • Welfare Benefits • Anti-Poverty Initiatives • Debt Collection processes • Financial Inclusion Agenda • Knowledge of relevant legislation 	D D D E D D	App/Int App/Int App/Int App/Int App/Int App/Int
(6) <u>Key Competencies</u> New Charter Core Competencies as detailed on Job Profile			

FOR INFORMATION

CATEGORY (E) - Essential Features, without which the candidate would be unable to carry out the duties of the post.

CATEGORY (D) Desirable Features which would normally enable the successful candidate to perform the duties and tasks better and more efficiently than one who did not have the qualifications, training, experience, etc.