**Citizens Advice Belfast**

**Advice Coordinator**

**Experience & Qualifications**

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|  | **Essential** | **Desirable** |
| 1. | Candidates have completed a recognised Advisor training programme, e.g. a programme provided by Citizens Advice or the Law Centre and have a minimum of 12 months recent experience of providing generalist advice. |  |
| 2. | A minimum of 6 months experience of planning and prioritisation of work and the monitoring and evaluation of progress against agreed targets. |  |
| 3. | Experience of quality assurance and office procedures in order that quality standards are maintained. |  |
| 4. | To actively contribute to the campaigning work of the organisation |  |
| 5. | Following training a willingness to support and mentor volunteers |  |

**Skills**

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|  | **Essential** | **Desirable** |
| 6. | Ability to provide advice to clients in line with agreed quality standards and the law. |  |
| 7. | Ability to ensure service provision is orientated towards the needs of the client; working with others internally to maximise service delivery and forward thinking to achieve same. |  |

**Skills (continued)**

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|  | **Essential** | **Desirable** |
| 8. | Respond to change positively and work collaboratively with the senior management team to deliver change effectively: understands and actively feeds into the wider organisational agenda. |  |
| 9. | Ability to performance manage confidently, successfully and in line with company policies, procedures and the law. |  |
| 10. | Ability to deal effectively with competing and conflicting demands. |  |
| 11. | Team builder with strong interpersonal skills who values equality and shows dignity and respect to all. |  |
| 12. | Proficient and confident IT skills – e.g. all Microsoft Office packages such as Word, Excel, Outlook and PowerPoint. |  |
| 13. | Ability to initiate, monitor and implement policy within the framework of an Equal Opportunities Policy. |  |

**Personal Attributes**

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|  | **Essential** | **Desirable** |
| 14. | Flexible and positive attitude to tackling complex and demanding work. |  |
| 15. | Ability to influence others, build excellent working relationships. |  |

**General**

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|  | **Essential** | **Desirable** |
| 16. | A willingness to represent CAB at out of hour’s meetings, presentations or functions and be active within community networks. |  |
| 17. | Ability to meet mobility requirements of the post. |  |
| 18. | Commitment to the aims and principles of the organisation. |  |
| 19. | To work within the broader policies and procedures of the organisation |  |

\* Candidates will be short listed for interview using essential criteria 1-19 and all desirable criteria.

\*\*Where the word *Recent* is used this is defined as experience gained in the last three years.