**GORDON RURAL ACTION**

**PERSON SPECIFICATION – ADVICE & SUPPORT TEAM MANAGER**

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| **FACTOR** | Essential (E) or Desirable (D) |
| **Qualifications** |  |
| Good standard of education | E |
| **Experience** |  |
| Proven track record in a senior management position | E |
| Demonstrable experience of developing and implementing strategies and action plans | E |
| Track record of successfully attracting funding from a wide variety of sources | E |
| Experience of recruiting and retaining volunteers | E |
| Organisational change management | D |
| **Knowledge** |  |
| Sound knowledge of personnel issues | E |
| Sound knowledge of charity law | E |
| Detailed understanding of budgeting and finance | D |
| Knowledge of the advice sector | D |
| Knowledge of welfare and benefits legislation | E |
| Knowledge of Housing and Employee/Employer Legislation | E |
| Knowledge of the local area | D |
| **Skills and abilities** |  |
| Personnel management and development in a leadership capacity | E |
| Negotiation and advocacy skills and the ability to co-operate with others in meeting the needs of clients | E |
| Able to produce accurate records to required standards and demonstrate good attention to detail | E |
| Advanced verbal and written presentation skills for a variety of audiences | E |
| Able to communicate positively to individuals, other organisations and in a group situation | E |
| Excellent administrative and planning skills | E |
| **Personal qualities** |  |
| Excellent organisational and time management skills | E |
| Able to work under pressure on multiple work streams | E |
| Tact and diplomacy in all personal relationships | E |
| Able to work on own initiative with the self-motivation and drive to complete tasks to the required standards and timescales | E |
| Able to work as part of a team | E |
| Able to motivate a team | E |
| **Motivation** |  |
| Committed to continuous improvement and self-development | E |
| Committed to development of others | E |
| Strong commitment to customer service excellence | E |
| Flexible and mobile- some out of hours work may be required | E |
| **IT skills** |  |
| Can use Microsoft office suite | E |
| Can use social media | E |
| **General** |  |
| Driving licence | E |