

**Person specification**

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications and experience</b>	<p>Experience of supporting clients face-to-face, via phone or through digital channels</p> <p>Experience of working within a tight remit and signposting clients to external resources</p>	<p>Experience of using webchat and/or social media platforms to support clients</p>
<b>Soft skills and knowledge</b>	<p>Excellent listening and questioning skills used to understand and assess client concerns</p> <p>Attention to detail and ability to record data capture accurately</p> <p>Excellent written and oral communication skills</p> <p>Excellent interpersonal skills with colleagues, management, members, and stakeholders</p> <p>Demonstrable ability to relate complex subjects in a tailored manner that is clear and understandable to various audience types</p> <p>Ability to work on own initiative and finish tasks with measurable outcomes</p>	<p>Knowledge of money advice, financial inclusion issues, welfare benefits, housing issues and/or other problems people may face when dealing with money</p> <p>Keen analytical skills: ability to collate, review and interpret data</p>
<b>Communication and IT skills</b>	<p>Strong digital skills and a willingness to utilise new systems and products</p> <p>Proficient with Microsoft Office (Word, Excel, PowerPoint)</p>	<p>Experience monitoring and moderating social media platforms</p> <p>Experience using SharePoint</p>
<b>Values and attitude</b>	<p>A commitment to our purpose</p> <p>Willingness to learn about new subjects and develop new skills</p> <p>A commitment to ongoing learning and personal development</p> <p>Ability to work in a team as well as individually</p>	