

**Title:** National Financial Wellbeing Service Lead

**Location:** Hybrid Working with some travel, based at any location in Scotland

**Salary:** £33,537 – £36,077

**Hours:** 36 hours per week

**Duration:** Permanent

**Reporting to:** Deputy CEO & Head of Services

**Accountable to:** Board of Directors via CEO

**PERSON SPECIFICATION**

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| **QUALIFICATIONS AND TRAINING** | **ESSENTIAL** | **DESIRABLE** |
| A relevant qualification in welfare rights and money advice | **x** |  |
| Evidence of relevant training and qualifications such as Wiseradviser; CPAG training; City & Guilds Level 3 Energy Awareness; or equivalent. | **x** |  |
| **KNOWLEDGE AND EXPERIENCE** |  |  |
| Line management and development of a highly performing team | **x** |  |
| Significant, demonstrable experience delivering advice to the public in welfare rights, money advice or energy advice at Advice Type III. | **x** |  |
| Current knowledge of the benefit and tax credit system. | **x** |  |
| Knowledge and experience of budget management and financial record keeping. |  | **x** |
| Delivery of training and presentations. | **x** |  |
| Data gathering and report writing. |  | **x** |
| Management of appeals to tribunal level. | **x** |  |
| Working with people with long term health conditions. |  | **x** |
| Understanding of Huntington’s disease and other neurological conditions. |  | **x** |
| Ability to manage a busy caseload. | **x** |  |
| Working with carers. |  | **x** |
| Ability to work autonomously. | **x** |  |
| Computer literacy including MS 365 packages. | **x** |  |
| Excellent literacy and numeracy skills | **x** |  |
| Use of information systems such as AdviserNet, Rightnet, CPAG Handbook, Lisson Grove Benefit Programme. | **x** |  |
| Use of client database systems such as AdvicePro. | **x** |  |
| Excellent administrative skills and competent in the use of Microsoft Office 365. | **x** |  |
| **SKILLS** |  |  |
| Strong leadership and decision-making abilities. | **x** |  |
| Excellent speaking and listening skills. | **x** |  |
| Excellent attention to detail. | **x** |  |
| Effective networking and influencing skills and the confidence to deal with people of all levels of seniority. | **x** |  |
| Effective written and verbal reporting skills. | **x** |  |
| A good communicator (face-to-face, online, virtual etc) with ability to create and maintain relationships. | **x** |  |
| Competence to plan, organise and manage multiple priorities and the ability to successfully prioritise tasks for yourself and your team. | **x** |  |
| Effective time management skills and ability to meet deadlines. | **x** |  |
| **ATTRIBUTES AND PERSONAL QUALITIES** |  |  |
| Excellent communication and interpersonal skills. | **x** |  |
| Professional, diplomatic and able to maintain confidentiality. | **x** |  |
| Highly motivated and resilient with a ‘can-do’ attitude. | **x** |  |
| Keen to share knowledge while learning from others. | **x** |  |
| **OTHER** |  |  |
| A clean driving licence and access to a vehicle daily. | **x** |  |
| Commitment to, and promotion of, equal opportunities and anti discriminatory practices at work. | **x** |  |
| Awareness of personal responsibility in relation to health and safety. | **x** |  |
| Willingness to undertake, and support others to, participate in professional development. | **x** |  |

June 2024