 **Person specification**  
**Essential**

Ability to use sensitive listening and questioning skills to get to the root of the issues and empower clients, whilst maintaining structure and control of interactions with them

Ability to communicate effectively verbally and in writing

Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively

Ability to make use of telephony and IT systems to deliver services by webchat and telephone

Ability to use IT systems and packages, and resources in the provision of advice, record keeping and document production

Good IT knowledge with an ability to support clients with their online claim application

Ability and willingness to work as part of a team

A commitment to continuous professional development, including a willingness to develop knowledge and skills in advice topics

Ability to commit to and work with the aims, principles and policies of the Citizens Advice service

A good up to date understanding of equality and diversity and its application to the provision of advice

Proven ability to monitor and maintain service delivery against agreed targets.

Ability to monitor and maintain standards for advice provision and quality assurance

Ability to prioritise own work to meet deadlines and manage workload in a busy environment

**Desirable**

Proven competence in delivery of advice in a Citizens Advice office

Knowledge of welfare benefits systems including Universal Credit

Ability to carry out accurate benefit check calculations

Basic knowledge of multiple enquiry areas to aid with identifying emergencies and making referrals where appropriate

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