

## **Personal criteria**

1. Proven ability to supervise a telephone information line or equivalent
2. Good interpersonal skills, interaction with others, experience of mentoring and supervision.
3. Proven ability to work to a quality standard.
4. Ability to supervise and monitor advice work and to maintain casework systems and procedures, after training.
5. Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
6. Good standard of literacy and numeracy.
7. Ability to use IT systems and packages and electronic resources in the provision of advice and the preparation of reports. This will include a database, digital telephone platform and the use of spreadsheets
8. Experience and understanding of the issues involved in interviewing clients on the telephone and face to face. Skills in identifying client issues and taking information/instructions from clients effectively and supporting others to do this.
9. Experience of managing time, against competing priorities and a varied workload with the ability to monitor and maintain service delivery against agreed targets in a busy environment.
10. An understanding of and commitment to client empowerment and customer focus.
11. A commitment to equality and skills to engage, communicate and work with a wide range of people from different backgrounds and with a range of abilities.

## **Desirable**

1. Have experience of working in an organisation which provides information and/or advice
2. Have experience of delivering webchat