

Personal Criteria

Essential

1. Proven ability to analyse complex information and make decisions/formulate recommendations quickly, communicating information clearly and accessibly
2. Excellent interpersonal and communication skills including the ability to write reports, deliver presentations and build relationships with staff at all levels
3. Proven ability to influence and negotiate with senior managers, executives and external stakeholders
4. Experience of having managed a small staff team
5. Proven ability to manage own workload and set priorities, to plan and work effectively under pressure and to deadlines
6. Understanding of social welfare law advice provision
7. A commitment to equality and the skills to engage, communicate and work with a wide range of people from different backgrounds and with a range of abilities.
8. Flexibility and willingness to work as part of a team.
9. Ability and willingness to work within guidelines, protocols and procedure
10. Willingness and ability to work occasional unsocial hours and undertake some travel throughout UK with some overnight stays

Desirable

1. Knowledge of Welfare Benefits law including a good understanding of Universal Credit
2. Knowledge and understanding of Equalities Law
3. Experiencing of managing a small project
4. Experience of drafting training or guidance material