| **ATTRIBUTES** | **ESSENTIAL** | **DESIRABLE** | **SOURCE OF EVIDENCE** |
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| 1. **Qualifications** | 5 GCSEs grade C or above, including Maths and English (or equivalent) | Completed the Citizens Advice Skills for Advice Supervisors training  Certificate of Generalist Advice/vocational qualification in advice or equivalent experience of delivering advice in social welfare law | Application form |
| **Experience** | * At least 1 year’s experience of training and coaching others to develop in their role or a qualification using a range of techniques * Experience of setting learning objectives, monitoring progression and working within a competency framework | Experience of recruiting, onboarding and managing a team of volunteers  Experience of quality checking or assessing against a criteria | Application form  References |
| **Knowledge** | * An understanding of different learning styles and how to motivate staff and volunteers to achieve successful learning outcomes * Comprehensive understanding of equality and diversity and its application in an advice setting, the supervision and development of staff. | * Up to date knowledge of social welfare law such as benefits, debt, housing, employment and how this applies to advice and casework * An understanding of continuous improvement | Application form  Test  Interview |
| **Skills** | Methodical skills, able to follow processes and quickly learn a range of areas to support others in their job.  Excellent IT skills across a range of applications to deliver and supervise advice including use of data bases and client management systems,  Ability to prioritise own work and the work of others, meet deadlines and manage workload in a pressured environment whilst meeting targets and maintaining quality  Excellent communication skills and proven ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively. | An understanding and ability to apply advisor skills including research, empathy and communication | Application form  Interview  Test |
| **Values** | Ability to commit to, and work within, the aims, principles and policies of the Citizens Advice service including Equality diversity and inclusion  Demonstrate a ‘Can do’ attitude and effective team player |  | Application form  Interview |