

## Person Specification

<b>Job title</b>	Client Finance and Welfare Advisor
<b>Project/team</b>	Finance
<b>Reports to</b>	Finance Director
<b>Date created</b>	06/02/2019
<b>Name of person creating the specification</b>	Jonathan Duckett

		Essential (e) Desirable (d)
<b>Experience</b> Type and quantity of experience rather than years of experience	Previous experience of working within a community or residential treatment service	D
	Background in social care	D
	Experienced in debt management, and dealing with housing and DWP benefits	E
	Experience of working in teams including Finance but also across other departments,	D
	Reconciliation of cash bankings and making entries into Finance ledger	D
	Experienced in the use of Finance Systems	D
	Experience of credit control, the chasing of debts and outstanding balances	D
	Experience of working in customer facing roles	E
<b>Skills</b> Specialist, technical and general	Experienced in the use of IT, Excel and Word to an advanced level	E
	Able to assess information and make balanced decisions	E
	Able to use Finance Systems and double entry bookkeeping,	D
	Able to use Sage 50	D
	Able to keep a calm head at all times	E
	Ability to assess the needs of clients where appropriate and signpost them to other services as appropriate	D
	Understanding of aims and objectives of 12 step programme	D

<b>Qualifications and education</b>	Good standard of education	E
<b>Knowledge</b>	Knowledge of workings of DWP, housing benefit and Council Tax.	E
<b>Personal attributes</b>	<p>Ability to be empathetic with clients whilst at the same time maintaining clear professional boundaries</p> <p>Ability to maintain the principles of confidentiality in all areas of work</p> <p>Working knowledge of adult safeguarding and incident reporting protocols and procedures</p> <p>Good communicator and able to articulate complex solutions to clients</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>
<b>Fit with Charity and team values</b>	Compassionate with a non-judgemental attitude	E