



**PERSONNEL SPECIFICATION**

**TITLE OF POST : Assessment Supervisor**

<b>Factor</b>	<b>Essential</b>	<b>Desirable</b>	<b>How identified</b>
<b>Qualifications/ Education/ Training</b>	GCSE or equivalent grade C or above in English Language and Maths		Application form
<b>Experience of</b>	<p>Working in an agency delivering free services to the public</p> <p>Working with and advising the public by phone, in person and in writing</p> <p>Following internal office procedures, including making internal and external signposting and referral decisions</p> <p>Experience in information, advice and guidance work</p>	<p>Legal advice background</p> <p>Developing services including networking with other agencies</p> <p>Social Media including:</p> <ul style="list-style-type: none"> <li>• Facebook</li> <li>• Twitter</li> </ul>	Application form Interview
<b>Skills/ knowledge/ aptitudes</b>	Ability to work as part of team	Understanding of the role of the not for profit advice sector	Application form Interview Exercise at interview

	<p>Ability to oversee a team of volunteers, including motivating and facilitate effective teamwork</p> <p>Excellent communication skills, in person, on phone, in writing, including present information in a clear and easily understandable way</p> <p>Ability to analyse client problems and assess their service requirements</p> <p>Sufficient knowledge of social welfare law to identify emergencies and deadlines within the Law Centres core areas of work</p> <p>Ability to manage challenging situations</p> <p>Ability to make the best use of and manage computerised client database, information system, electronic diary and associated systems</p> <p>Knowledge and experience of Microsoft Applications, including Microsoft Office Suite</p>	<p>Ability to incorporate client feedback into service development</p> <p>Awareness of the General Data Protection Regulation</p>	
<p><b>Disposition and attitudes</b></p>	<p>Commitment to excellent customer care</p> <p>Commitment to and understanding of Law Centre's aims</p> <p>Commitment to equal opportunities &amp; anti-oppressive practice.</p>		<p>Application form Interview References</p>

	Self-motivated and able to work on own initiative Reliable and flexible in approach to work Honest and able to maintain confidentiality		
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