**Age UK Leeds**

**Person Specification**

**Senior Advice Worker**

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|  | **Essential** | **Desirable** | **How assessed\*** |
| **Values and Personal Attributes** |
| 1.1 A demonstrable commitment to the values of Age UK Leeds | **🗸** |  | AF/INT/R |
| 1.2 Positive work ethic: professional, enthusiastic, dependable, conscientious | **🗸** |  | AF/INT/R |
| 1.3 Proactive approach to personal development and the updating of skills and knowledge | **🗸** |  | AF/INT/R |
| 1.4 Excellent attention to detail, methodical, self motivated and highly organised  | **🗸** |  | AF/INT/R |
| **Qualifications** |
| 2.1 GCSE Grade A-C in English and Maths (or equivalent) | **🗸** |  | AF/Cert |
| 2.2 A relevant degree or other professional qualification |  | **🗸** | AF/Cert |
| **Skills & Knowledge** |
| 3.1 Knowledge of the welfare benefits system particularly pension age benefits | **🗸** |  | AF/INT/AT |
| 3.2 A good understanding of care and housing issues for older people |  | **🗸** | AF/INT |
| 3.2 Ability to research, analyse and interpret complex information, and to relay that information clearly to people from a wide range of backgrounds both verbally and in writing | **🗸** |  | AF/INT/AT |
| 3.3 Ability to undertake benefit calculations | **🗸** |  | AF/INT/AT |
| 3.4 Ability to share knowledge, mentor and support others; able to give and receive feedback objectively and sensitively. | **🗸** |  | AF/INT/R |
| 3.5 Able to keep concise, accurate records, and develop and implement systems and procedures | **🗸** |  | AF/INT/AT |
| 3.6 Ability to work effectively with personnel from statutory agencies and other bodies. | **🗸** |  | AF/INT |
| 3.7 Proficient in the use of Word, with strong written and verbal skills. | **🗸** |  | AF/INT/AT |
| 3.8 Ability to use Excel and a database for case management and monitoring purposes | **🗸** |  | AF/INT/AT |
| **Experience** |
| 4.1 At least two year’s recent, relevant advice experience | **🗸** |  | AF/INT/R |
| 4.2 Recruitment, training, supervising and coordinating volunteers  |  | **🗸** | AF/INT/R |
| 4.3 Use of databases and spreadsheets to produce reports and analysis data | **🗸** |  | AF/INT/R |
| 4.4 Setting and maintaining quality standards for self and others (including case file reviews) | **🗸** |  | AF/INT/R |
| 4.5 Managing key performance indicators and delivering on targets | **🗸** |  | AF/INT/R |
| 4.6 Providing input into business case development or preparing funding proposals |  | **🗸** | AF/INT/R |
| 4.7 Training experience, particularly in welfare benefits | **🗸** |  | AF/INT/R |
| 4.8 Experience of maintaining casework with the ability to follow agreed systems and processes, and commitment to consistent delivery and quality | **🗸** |  | AF/INT/R |
| **Other Requirements** |
| 5.1 Flexible approach and willingness to work as part of a small team | **🗸** |  | AF/INT |
| 5.2 Ability to travel occasionally (eg. to attend meetings, deliver training and undertake training) | **🗸** |  | AF/INT |

\* Key to how skills are assessed in the recruitment process

AF = Application Form AT = Assessment/Task exercise

INT = Interview R = References

CERT – Certificate of qualification to be checked