

NORFOLK COMMUNITY LAW SERVICE

PERSON SPECIFICATION

Debt Adviser

- Excellent debt advice knowledge **Essential**
- Approved DRO Intermediary **Desirable**
- Willingness to become a DRO Intermediary **Essential**
- An understanding of the impacts and issues relating to debt **Essential**
- Experience of communicating with clients face to face and by telephone and video call **Essential**
- Experience of managing a high caseload **Essential**
- Strong IT skills, especially Microsoft Office packages, with an ability to pick up new packages **Essential**
- Excellent written and oral communication skills **Essential**
- An understanding of how to deliver services within an equal opportunities framework **Essential**
- Ability to maintain confidentiality and appropriate professional boundaries **Essential**
- Ability to be self-motivating and self-managing **Essential**
- Ability to plan and prioritise work **Essential**
- Ability to drive or a willingness to travel by public transport within and outside Norfolk. **Essential**
- Ability to attend occasional out of hours meetings and events as required **Essential**
- Experience of supervising and supporting volunteers **Desirable**