

NORFOLK COMMUNITY LAW SERVICE

PERSON SPECIFICATION

Debt Casework Assistant/Legal Services Officer

- Experience of working in an administrative role **Essential**
- Confident in speaking with a range of people over the telephone **Essential**
- Experience of data collection **Essential**
- An understanding of Data Protection **Essential**
- An understanding of how to deliver services within an equal opportunities framework **Essential**
- An understanding of the impacts and issues relating to debt **Desirable**
- Ability to listen and communicate effectively, both orally and in writing **Essential**
- Strong IT skills, especially Microsoft Office packages, with an ability to pick up new packages **Essential**
- Ability to plan and prioritise work **Essential**
- Ability to be self-motivating and self-managing **Essential**
- Ability to plan and prioritise work **Essential**
- Attention to detail **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**