

Person Specification

Advice Supervisor - Manchester Volunteer Advice Partnership

All essential unless stated.

Knowledge and Experience

- Experience of working with volunteers – in a way which enables people to feel valued, able to develop and involved in the project.
- Knowledge of the legislation relating to aspects of welfare benefits/debt and housing – what we mean by this is knowledge and experience that you will be able to share with volunteers and colleagues.
- Experience of representation at first-tier social security appeal tribunals.
- Experience of working with people who feel vulnerable in a way which recognises and appreciates their potential and supports their capacity to exercise informed choice.
- Experience of collecting data which can be used to evaluate and monitor the work that you do.
- Significant experience of delivering advice in welfare benefits, debt and/or housing categories of law in a way that supports people to access their rights and entitlements.
- Experience of delivering training. (DESIRABLE)

Skills and Personal Qualities

- Ability to appreciate and embrace variety in order to harness collective resourcefulness.
- Being able to generously share skills, knowledge and energy for the benefit of the project.
- Ability to work in ways that generates trust and confidence in our partnership.
- Strong organisational and time management skills and ability to manage significant competing demands on your time.
- Ability to manage time effectively to enable you to give your time to the development of volunteers.
- Excellent communication skills both written and verbal.
- Ability to work collaboratively with colleagues and volunteers.
- Excellent IT skills.
- Willingness to develop skills and knowledge.

