

Financial Wellbeing Officer – Person specification

Location: Hybrid working with some travel

Salary: £33,561

Hours: 36 hours per week (full time)

Duration: Permanent

Reporting to: Financial Wellbeing Service Lead

Accountable to: Board of Directors via CEO

Qualifications and training	Essential	Desirable
Completed programmes such as Wiseradviser; CPAG training; City & Guilds MATRICS; or equivalent	x	
Knowledge and experience		
At least two years' experience delivering advice in at least one of the following - welfare rights, money advice	x	
Experience of working across welfare rights, money advice, benefits systems and tax credit systems		x
Up to date knowledge of the benefit and tax credit system	x	
Appeals to tribunal level		x
Working with people with long term health conditions		x
Working with carers		x
Working autonomously	x	
Experience of hybrid and home working		x
Delivering training and presentations		x
Computer literacy including Word, Excel, PowerPoint, Outlook	x	
Use of information systems such as AdviserNet, CPAG Handbook	x	
Experience of using client database systems such as AdvicePro	x	
Management of a busy caseload	x	
Skills, abilities and disposition		
Excellent communication and interpersonal skills	x	
Flexibility of working practice	x	
Attention to detail	x	
Excellent literacy and numeracy skills	x	
Strong negotiation and advocacy skills	x	
Highly self-motivated and proactive	x	
Able to work as a team	x	
Highly organised	x	