

**ADVICE SERVICES MANAGER  
PERSON SPECIFICATION**

	<b>Essential</b>	<b>Desirable</b>
<b>Education/ Training</b>	<ul style="list-style-type: none"> <li>* Good standard of educational attainment or similar demonstrated level of ability.</li> </ul>	<ul style="list-style-type: none"> <li>*A project management qualification (such as PRINCE 2 or equivalent.)</li> <li>* Evidence of third level or professional qualification in relevant discipline e.g. Advice, housing or law.</li> </ul>
<b>Experience /Knowledge</b>	<ul style="list-style-type: none"> <li>*At least one year's full-time (or equivalent part-time) experience, gained over the last five years, in leading and managing delivery of services.</li> <li>*Demonstrated experience in performance management and people management.</li> <li>*Demonstrated experience of project management.</li> <li>*Demonstrated experience in the implementation of quality management systems and processes.</li> <li>*Knowledge of housing legislation, policy and practice in Northern Ireland.</li> </ul>	<ul style="list-style-type: none"> <li>* At least two years full-time (or equivalent part-time) experience gained over the last five years, in leading and managing delivery of services.</li> <li>* Demonstrated experience of effective collaborative working with other agencies.</li> <li>* Experience of developing innovative services to meet need.</li> <li>*Demonstrated experience in financial management/budget development and monitoring.</li> <li>*Experience of monitoring and maintaining service delivery against agreed targets.</li> <li>Demonstrated experience in dealing with the media.</li> <li>Demonstrated experience of contributing to strategic/business planning.</li> <li>Demonstrated experience of managing and motivating volunteers.</li> <li>Awareness of issues involved in identification of strategic casework and procedure for referral to Judicial Review, Ombudsman, etc.</li> </ul>
<b>Skills/ Attributes</b>	<ul style="list-style-type: none"> <li>Demonstrated ability to work on own initiative and as part of a team.</li> <li>Demonstrated ability to plan and organise workloads and meet deadlines.</li> </ul>	<ul style="list-style-type: none"> <li>Good interpersonal skills</li> </ul>

\* Denotes criteria to be used in short-listing process.

February 2021

	Accurate analytical skills using both statistics and intelligence to inform decision making.
	Demonstrated ability to present a positive and professional organisation image.
<b>Values</b>	Understanding and strong commitment to the vision and values of Housing Rights.
<b>Other</b>	Willing to be flexible to meet demands of post.