Citizens Advice Bureau - Roundel - April 2009.tif

### Person Specification

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| **Job Title** | **Chief Executive Officer** |
| **Criteria** | **Essential** |
| Knowledge & Understanding | Evidence and/or qualifications at SCQF Level 12.  Evidence of continuous professional development.  Experience of financial and HR management.  Experience of legal and governance responsibilities in the third sector.  Understand strategy development and its effective implementation.  Understand markets and how to lead and manage change in responding to them.  Understand the importance leading an organisation to maintain its values and ethos.  Strong experience of delivering excellence in customer service.  Experienced leader at a senior level. |
| Communication, numeracy and ICT skills | A creative thinker with entrepreneurial skills and drive  Excellent communicator at all levels both within and out-with the organisation through use of the appropriate tools.  Excellent interpersonal skills.  Able to relate statutory/legal language in a manner that can be understood by all.  High level of numeracy and literacy, with an ability to capture and collate information for analysis and recommended action.  Marketing and presentational skills, able to represent the organisation in a range of high profile situations  High awareness of all media methods and their uses and impact. |
| Generic cognitive skills, such as evaluation or analysis | Keen analytical skills, able to collate, review and interpret information.  Be able to use data and information to drive decision making to improve service delivery.  Ability to identify and resolve problems quickly and efficiently.  Ability to create and manage systems to enable the effective management of the organisation. |
| Autonomy & Accountability | CEO is fully accountable for the organisation’s performance.  Ability to work on own initiative, prioritise work and manage pressures both internal and external to the organisation.  Dependable, reliable, trustworthy and approachable.  Leads the organisation by example to continuously improve service delivery. |
| Practice: applied knowledge, skills and understanding | Demonstrable ability of providing leadership of a diverse, multi-site team.  Capable of effective delegation and staff development.  Know how to ensure quality and performance standards are achieved.  Flexible approach to tasks and a positive attitude.  Able to work within required statutory standards.  Support the principle and value of volunteering.  Clear understanding of the importance of excellence in service delivery.  Willingness to learn and develop new skills.  Awareness of current policy issues within the advice sector.  Understanding of the issues that affect customers and how these affect individuals and their families.  Working knowledge of relevant legislation.  Experience of training, supporting and supervising staff and volunteers.  Have an understanding of social policy related work and how to apply this in a work environment.  Knowledge of Health and Safety policy and legislation.  Understand methods of research and be able to respond to the advice needs of local communities.  Ability to negotiate with external parties and organisations.  Commitment to team working approach. |
| Other |  |
| Values and attitudes | An understanding and commitment to the aims and principles of the CAB service. |