

**Person Specification:
Reception and Info Hub Facilitator**

Essential Criteria	
1	<p>Practical Commitment and Understanding of Citizens Advice Values</p> <ul style="list-style-type: none"> • The ability to commit to, and work within, the aims, principles and policies of the Citizens Advice service • Demonstrate through behaviour an understanding and embodiment of our organisation's values, the 4Cs: Connect, Change, Compassionate and Committed
2	<p>Experience</p> <ul style="list-style-type: none"> • Demonstrable understanding of what good looks like relating to working in a reception, front of house, customer service, or client facing support role and the ability to undertake these functions • Demonstrable understanding of what good looks like relating to effective communication with internal and/or external groups of people to help get jobs done. • Demonstrable ability to be a positive representative of our organisation.
3	<p>Planning and Organisation Skills</p> <ul style="list-style-type: none"> • Ability to cope with pressure and keep calm and organised within a busy and fast paced environment • Ability to manage own time and workload effectively
4	<p>Accurate Written Communication Skills</p> <ul style="list-style-type: none"> • Good written communication skills and the ability to communicate effectively with a wide range of people • Ability to write clearly and accurately, including drafting routine correspondence. • Ability to take basic client data and input into our IT Systems
5	<p>Excellent Verbal and Communication Skills</p> <ul style="list-style-type: none"> • Strong interpersonal skills with the ability to deal with people at all levels appropriately • Good verbal communication skills, including the ability to deal appropriately with a range of people both face-to-face and by telephone and email. • Ability to be empathetic and compassionate with clients whilst also progressing the client journey as efficiently as possible • Ability to be patient, understanding and present with a positive attitude
6	<p>Experience of Working Effectively with Teams</p> <ul style="list-style-type: none"> • Ability to contribute to a positive working environment in which equality and diversity are respected and you can work on your own as well as part of a team to get jobs done • Ability to motivate and support colleagues (paid staff and volunteers) for the good of the client and organisation as a whole
7	<p>Commitment to Learning and Development of Self and Others</p> <ul style="list-style-type: none"> • Demonstrate an ongoing and proactive commitment to own learning and personal development to meet the needs of the role. • The ability to give and receive feedback objectively.

8	IT and Technological Skills
	<ul style="list-style-type: none">• Experience of using IT packages, including word / excel spreadsheet / use of google/Microsoft 365, database packages and the ability to use email• Ability to manage electronic calendars and diaries
9	Judgement and Decision Making
	<ul style="list-style-type: none">• To be able to work autonomously and to make decisions in the best interests of your role/team
10	Quality
	<ul style="list-style-type: none">• Understanding what an excellent client facing service looks and feels like for an organisation like ours.
11	Flexibility
	<ul style="list-style-type: none">• Ability to work outside of your defined normal working hours, on rare occasion, if required by the service• Flexible approach to your days of the week in order to meet the needs of the organisation and provide cover where relevant• Willingness and ability to travel between Dudley and Wolverhampton offices on different days, to provide specific administrative/premises function
12	Desirable
	<ul style="list-style-type: none">• Experience of customer service environment• Bilingual skills in a community language