

Person Specification – Trainee Advice Officer

Qualifications	Essential	Desirable
English and Maths equivalent to GCSE Grade C or above	✓	
Information, Advice and Guidance qualification at level 2 or above		✓
Knowledge and Experience	Essential	Desirable
Experience of using databases, preferably Customer Relationship Management software such as Lamplight or Charitylog		✓
Experience of casework		✓
Good understanding of GDPR regulations		✓
Proven experience of working alongside people of all ages, their families, and carers.		✓
Good understanding and experience of working with minority/ diverse communities		✓
Experience of working with MS Office, preferably including MS Teams	✓	
Strong knowledge of safeguarding protocols		✓
Full understanding of the concept of confidentiality and how it applies to information sharing		✓
Experience of working with vulnerable adults		✓
Skills and Attributes	Essential	Desirable
Ability to keep accurate records and clearly communicate relevant information	✓	
Full driving licence (current)		✓
Willingness to undergo further training at the discretion of the Director	✓	
Excellent written and verbal communication skills, as well as advanced listening skills	✓	
Excellent telephone and on-line communication skills	✓	
Ability to work on own initiative as well as part of a team	✓	
Target-focused and able to work to deadlines	✓	
Excellent organisational skills	✓	
Resilient, with the ability to work well under pressure	✓	
Ability to work without constant supervision	✓	
Be willing to undergo a basic DBS check	✓	
Be willing to visit clients in their homes on occasion, in line with the ICS Lone Working policy	✓	
Be dedicated to the principles and application of equality and diversity	✓	
Having a systematic approach to work and dedication to delivering outcomes.	✓	
Personality Profile		
Resilient and focused, driven by positive values. Somebody who is understanding, caring and proactive.	✓	