

A & WS Coordinator: Person Specification

| REQUIREMENTS | ESSENTIAL | DESIRABLE | MEASURED BY (A = Application / I = Interview) |
|---|-----------|-----------|---|
| Education/Professional Qualifications | | | |
| Educated to degree level or equivalent | X | | A |
| Evidence of Continuous Professional Development within the last 12 months | | X | A |
| Certificate in Advice & Guidance (NVQ Level 3), the Citizens Advice Bureau Certificate in Advice Competency, or an equivalent or higher qualification | X | | A |
| Certificate in Advice & Guidance (NVQ Level 4), qualified paralegal status, or an equivalent or higher qualification | | X | A |
| Supervisory Management Experience | | | |
| Ability to demonstrate and inspire team leadership | X | | A / I |
| A minimum of one years' experience in supervisory management | | X | A |
| Ability to lead and inspire volunteers | X | | A / I |
| A proven track record in managing the performance of volunteers to ensure successful delivery of a service | | X | A |
| Ability to induct and train volunteers | X | | A / I |
| A proven track record in delivering training programmes | | X | A |
| Ability to manage projects within budget and meet challenging KPIs | X | | A / I |
| A proven track record in project management | | X | A |
| Knowledge and Skills | | | |

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|---|---|---|-------|
| Previous experience in HE/FE, SU or third sector, particularly in a supportive welfare role | X | | A |
| Experience of studying or working in a Cathedrals Group university (or their SUs) or a small and specialist university (or their SUs) | | X | A |
| Knowledge of, and commitment to, the values of LHSU | X | | A / I |
| Experience of activism or elected office within a SU | | X | A |
| Knowledge of, and commitment to, the mission and principles of the LHSU Advice Service | X | | A / I |
| Experience of working in a busy advice service (or similar) | | X | A |
| Good knowledge of the common issues facing individual students in HE | X | | A / I |
| Experience in delivering practical legal advice in benefits, debt, housing, and employment. | | X | A |
| Ability to maintain accurate case files | X | | A / I |
| Experience in maintaining a significant number of case files to exacting case recording standards | | X | A |
| IT Skills (specifically Microsoft products) with a good understanding of Social Media and Networking | X | | A |
| Experience of a case management system such as AdvicePro | | X | A |
| Personal Attributes | | | |
| A committed individual, with the ability to cope with a busy environment | X | | A / I |
| Strong interpersonal skills and the ability to work closely with volunteer trainee paralegals and Nightliners | X | | A / I |
| Good case management skills with the ability to oversee multiple cases simultaneously | X | | A / I |
| A compassionate individual, with the ability to empathise with students with complex support needs | X | | A / I |