



**AGE UK SOLIHULL  
PERSON SPECIFICATION**

**JOB TITLE:** Community Advice Hub – Hub Adviser

ESSENTIAL	DESIRABLE
<i>Experience</i>	
<ul style="list-style-type: none"> <li>• General experience of working directly with people, either face to face or by phone</li> <li>• Experience of completing complex forms and problem solving.</li> <li>• Experience of working in a health and social care related field</li> </ul>	<ul style="list-style-type: none"> <li>• Minimum of 1 year’s previous experience working in welfare benefits</li> <li>• Experience of working with volunteers.</li> <li>• Completing assessments and providing information, advice and/or support</li> </ul>
<i>Knowledge</i>	
<ul style="list-style-type: none"> <li>• A demonstrable understanding and commitment to the work, vision and values of Age UK Solihull</li> <li>• Broad knowledge and understanding of the wide range of issues affecting residents of Solihull, and of services to meet their needs</li> <li>• Good understanding of the importance of diversity, equality and inclusion</li> <li>• Good understanding of Data Protection legislation</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of welfare benefits and income maximisation</li> <li>• An understanding of the Care Act 2014</li> <li>• Good understanding of Safeguarding Adults and Children</li> <li>• Local knowledge of the Solihull Borough.</li> <li>• FCA Debt Advice regulations and guidelines</li> </ul>
<i>Skills</i>	
<ul style="list-style-type: none"> <li>• Good IT skills</li> <li>• Good numerical skills</li> <li>• Highly flexible approach responding to the needs of the Community Advice Hubs as appropriate</li> <li>• Highly organised, self-motivated, able to prioritise conflicting demands and meet deadlines</li> <li>• Good verbal communication, listening and interpersonal skills</li> <li>• Flexible and able to work confidently alone using own initiative, as well as being an active team member.</li> <li>• Calm and sensitive approach.</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to develop and maintain effective and productive working relationships across many levels.</li> </ul>
<b>Legal Requirements</b>	
<ul style="list-style-type: none"> <li>• A satisfactory DBS is required for this post.</li> </ul>	
<i>Other</i>	
<ul style="list-style-type: none"> <li>• Flexible and responsive approach</li> <li>• Use of a car and a full driving licence is required for this post.</li> </ul>	