

Advice Services Manager Person Specification

What we're looking for

Your skills, knowledge and experience

Essential Criteria

You will be an experienced manager who can demonstrate the following skills and qualities:

- ✓ **Leadership:** You lead with integrity, respect and inclusion, inspiring teams to achieve high-quality services that meet performance requirements
- ✓ **Accountability:** You take responsibility for personal, team and department outcomes, demonstrating transparency and ownership in decision-making
- ✓ **Adaptability:** You work effectively in a changing environment, remaining flexible and responsive to changing priorities, circumstances and stakeholder needs
- ✓ **Communication:** You communicate clearly and effectively with a range of audiences, including stakeholders, senior managers, trustees and external partners
- ✓ **Resilience:** You maintain a constructive, professional, and solution-focused approach under pressure and during change
- ✓ **Decision-making:** You think strategically and critically, exercising sound judgement and relevant evidence to make effective decisions
- ✓ **Time management:** You plan and manage your time efficiently and prioritise effectively to meet deadlines

Desirable Criteria

- ✓ Experience of leading teams delivering advice services or similar client-facing support services
- ✓ Experience working with funders, trustees, or senior governance bodies
- ✓ Experience of managing performance against KPIs or service delivery targets

- ☑ Experience contributing to service development, transformation, or improvement initiatives