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
- **Performance management**: Experience of managing performance against KPIs

Desirable Criteria
- Experience of leading teams delivering advice services
- Experience of working with funders, trustees and senior governance bodies