**PERSON SPECIFICATION - AGS Manager**

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|  | **Essential Criteria** | **Desirable Criteria** | **Where tested** |
| 1 | Previous experience of managing staff | Previous experience of managing volunteers | Application formInterview |
| 2 | Significant experience in working with vulnerable people in an advice or support setting | Qualification in social work or other relevant discipline  | Application formInterview |
| 3 | Excellent interpersonal skills including sensitivity, empathy, and the ability to influence and motivate people | Evidence of successfully using interpersonal skills in several different settings. | Application formInterview |
| 4 | Excellent written communication skills and the ability to tailor content to specific audiences | Experience of creating written resources for professionals and/ or vulnerable individuals | Application formTest |
| 5 | Experience in setting up, maintaining, and reviewing operational procedures and record keeping systems  | Experience in budget management | Application formInterview |
| 6 | Experience of partnership working with a wide range of professional agencies | Experience of working with local authority/ public sector partners | Application formInterview |
| 7 | Ability to solve problems creatively, and at a strategic level | Evidence of creative problem solving in previous roles | Application formInterview |
| 8 | Ability to work effectively and meet targets in a fast paced, responsive, and often challenging environment | Proven track record of meeting targets in a pressured environment | Application form Interview |
| 9 | Capable and confident using IT and working electronically. | Ability to learn and master new software quickly and independently | Application formTest |
| 10 | Strong empathy with the aims and objectives of The Welcome Centre and a commitment to meeting the needs of vulnerable individuals and groups | Knowledge of food poverty and previous experience of working or volunteering in the charitable sector | Application formInterview |