

## Head of Client Services PERSON SPECIFICATION

### PERSON SPECIFICATION

Details on the qualifications, experience, skills, knowledge and abilities that are needed to fulfil this role are set out below:

JOB TITLE:	Head of Client Services		
	Essential	Desirable	Tested by
<b>Knowledge, Education, Qualifications and Training</b>			
Knowledge and experience managing and delivering counselling, support and therapy services	X		CV / Interview
An understanding of, and sympathy with, the issues facing refugees, asylum seekers and vulnerable migrants.	X		CV / Interview
Business management skills including financial/budget management, communications/ reporting, information management, and strategic planning.	X		CV / Interview
Ability with IT, systems and data management procedures.	X		CV / Interview
Ability to build and maintain strong working relationships with individuals and organisations, and well-developed influencing and negotiating skills.	X		CV / Interview
Proactive, innovative, self-motivating approach with the ability to drive and lead multiple projects concurrently.	X		CV / Interview
<b>Skills and/or Abilities</b>			
Skilled operational leader.	X		CV / Interview
Excellent oral and written skills.	X		CV / Interview
Management skills including performance management, budget management and risk management.	X		CV / Interview
Understanding of strategy, charity governance. Understand and translate national directives and agendas into appropriate local strategies and plans.	X		CV / Interview
Ability to prioritise conflicting demands and to work effectively under pressure to meet deadlines.	X		CV / Interview
A confident public speaker with experience in delivering talks, training and representing an organisation externally.		X	CV / Interview
A strategic thinker with good analytic skills.	X		CV / Interview
<b>Experience</b>			
Good understanding of Safeguarding	X		CV/ Interview
Experience in developing and delivering strategies to maximise efficient and develop partnership working.	X		CV / Interview
Experience in planning & reviewing; managing and implementing programmes of change within client-led services.	X		CV / Interview
Experience evaluating counselling, support and therapy services.		X	CV / Interview
Experience in managing teams, leading a performance management culture within an assessment and supportive management framework.	X	X	CV / Interview
Experience of fundraising and writing funding bids;	X		CV / Interview
<b>Other Requirements</b>			
Commitment to Refugee Resource's core values and strategic direction.	X		CV / Interview
Committed to personal development.	X		Interview
Willingness and ability to work occasional evenings and weekends to maintain service delivery.	X		CV / Interview

## Head of Client Services PERSON SPECIFICATION