

## Job Description

## Financial Inclusion Officer

Factor	Essential	Desirable
<b>Qualifications</b>	Good standard of general education in particular English Language and Mathematics	Qualifications relating to personal lending, call centre, debt management or welfare advice activity
<b>Experience/ Knowledge</b>	<p>Experience of using Customer Relationship Management (CRM) systems</p> <p>Knowledge of the financial inclusion arena</p> <p>Understanding of benefits and welfare rights issues</p> <p>Awareness of issues affecting individuals from disadvantaged areas</p> <p>Understanding of local and national advice and support agencies</p> <p>Ability to liaise and work in partnership with other agencies</p> <p>Experience of working in a customer facing role</p> <p>Awareness of data protection and customer confidentiality</p>	At least one year's experience of financial inclusion, call centre or welfare reform services
<b>Skills/Abilities</b>	<p>Excellent interpersonal and communication skills, both written and verbal</p> <p>Ability to deliver services efficiently and effectively</p> <p>IT skills including competent use of Microsoft Office, Word and Excel.</p> <p>Communicate effectively with others as the role involves working with people from all levels throughout the organisation to help them in their daily jobs</p> <p>Accuracy and attention to detail, have an organised and methodical manner of working</p> <p>Ability to show initiative but maintain focus on the tasks assigned to you</p> <p>Well- developed administrative skills and the ability to meet deadlines</p>	<p>Marketing, publicity &amp; promotion skills</p> <p>Full clean driving license and access to a car</p>

	<p>Ability to deal with high volume caseloads and organise and prioritise own workload</p> <p>Ability to work undirected and unsupervised</p>	
<b>Personal qualities</b>	<p>Team Worker with flexible attitude to duties and hours of work</p> <p>Polite and tenacious telephone manner</p> <p>Empathic to customers' needs</p> <p>A passion for communities and a commitment to customer care and service quality</p> <p>Commitment to financial and social inclusion and to understanding the needs of communities and tackling inequality</p> <p>Drive and determination to achieve excellence</p> <p>Committed to the achievement of corporate goals</p> <p>Taking personal responsibility and accountability for service delivery</p> <p>Professionalism and integrity</p> <p>Willing to undertake further training relevant to the post</p> <p>Committed, enthusiastic, reliable</p> <p>Capacity for innovation and creativity</p> <p>Flexibility to operate within a constantly changing environment</p> <p>Ability to keep calm under pressure</p>	