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Person Specification

Client Services Manager

Qualifications	Essential	Desirable	M.O.A.
Educated to Degree level		X	A/I
Professional or postgraduate qualification in mental health, social work, counselling etc.		X	A/I

Skills and Abilities	Essential	Desirable	M.O.A.
A minimum of three years' experience in a charity/third sector management position	X		A/I
Experience of managing multiple projects and meeting KPI's	X		A
Experience of supporting staff regularly working with trauma	X		A/I
The ability to maintain and build long-term professional relationships with staff, volunteers and clients.	X		I
High standard of computer literacy (Excel, Word, Power Point & Outlook)	X		A/I
Experience of using and maintaining databases containing sensitive data	X		A/I
Excellent time management, project planning & ability to work to tight deadlines	X		I
Willingness to work occasional early evenings and weekends as required	X		I
Ability to undertake public speaking confidently		X	P
Ability to adapt and react quickly and calmly to crisis situations	X		I
Confident team player.	X		I
An understanding of & empathy with the aims of Oakleaf & needs of its client group	X		A

Method of Assessment (M.O.A.)