**Person Specification**

**Job title: Head of Client Services**

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|  | **Essential** | **Desirable** |
| **Experience** | Significant experience of managing client facing projects  | Experience of managing budgets |
|  | Experience of recruiting, managing and supporting staff |  |
|  | Experience at supporting staff with safeguarding concerns and issues |  |
|  | Experience of developing service risk assessments |  |
|  | Experience of providing monitoring and evaluation information for funders and commissioners |  |
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| **Knowledge and Understanding** | Knowledge and understanding of mental ill-health and recovery and how to ensure that services are meeting need | Knowledge of the needs of young people experiencing difficulties with their mental health |
|  | Knowledge of safeguarding vulnerable adults and young people |  |
|  | Knowledge of the challenges in delivering client facing services and meeting the requirements of funders and commissioners |  |
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| **Skills and Abilities** | Proficiency in software packages to an intermediate level: MS outlook, Word, Excel, Access, PowerPoint |  |
|  | Able to work under pressure to tight deadlines  |  |
|  | Excellent planning and organisational skills |  |
|  | Excellent leadership skills |  |
|  | Strong interpersonal skills |  |
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| **Personal Attributes** | Flexible approach to working hours |  |
|  | Non-judgemental approach to people |  |