

Person Specification

Job title: Head of Client Services

	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	
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 <u>and</u> young people	
	Knowledge of the challenges in delivering client facing services and meeting the requirements of funders and commissioners	
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	
Personal Attributes	Flexible approach to working hours	
	Non judgemental approach to people	