

Client Services Manager Person Specification			
	SKILL	ESSENTIAL	DESIRABLE
1.	Senior-level experience in Management	✓	
2.	Value-driven leader with a positive, solution-focused mindset and empathy for the charity's mission	✓	
3.	Experience of monitoring, maintaining and developing standards of service delivery	✓	
4.	Experience of effectively managing multiple projects and completing high quality project reports	✓	
5.	Well-developed interpersonal skills, to work positively as part of a team	✓	
6.	Experience of proactive partnership working with external partners and stakeholders	✓	
7.	Effective listening, observation and communication skills.	✓	
8.	Excellent time management skills, working to a schedule to meet reporting deadlines.	✓	
9.	Computer literacy including Excel, Word, Outlook and in-house software.	✓	
10.	Experience of managing auditing processes and liaising with internal and external auditors	✓	
11.	Experience of undertaking appraisals and managing performance and HR related issues	✓	
12.	Experience of working collaboratively with other professionals and organisations on joint projects		✓

13.	Experience in preparing and delivering high-quality presentations to older people, professionals and colleagues		✓
14.	Experience of working in or with the Third Sector		✓
15.	Willingness to undertake relevant training, to maintain the highest levels of professionalism		✓
16.	Understanding of the aims and objectives of Age UK South Cumbria		✓
17.	Experience of working as part of a Senior Management Team to develop organizational-wide processes and procedures to achieve the organisation's aims and objectives		✓