



Person Specification

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St. Helens Council

Job Title: Performance, Complaints & Appeals Officer

Ref No: SQPR3

Knowledge	E = Essential D = Desirable	Identified By
Customer Services / Complaints Handling Administration	Essential	Application Form / Interview
Ability to analyse information and make decisions within the appropriate framework	Essential	Application Form / Interview
Skills and Abilities	E = Essential D = Desirable	Identified By
Excellent Knowledge of I/T Packages including Word, Excel and Lotus Notes or Outlook.	Essential	Application Form / Interview
Attention to Detail. Excellent administrative skills and accurate keyboard skills.	Essential	Application Form
Experience	E = Essential D = Desirable	Identified By
A minimum of two years relevant experience of working in a frontline customer facing role.	Essential	Application Form / Interview
Strong administration skills in a service user / customer services environment.	Essential	Application Form / Interview
Excellent communication skills including accurate clear written skills and good telephone skills and manner.	Essential	Application Form / Interview
Qualifications	E = Essential D = Desirable	Identified By
Educated to degree level or equivalent experience.	Desirable	Application Form
NVQ Level 4 in Business Administration or equivalent.	Essential	Application Form
Other Circumstances	E = Essential D = Desirable	Identified By
An ability to fulfil all spoken aspects of the role with confidence through the medium of English	Essential	Interview
Driving License	Desirable	Certificate