

## **Person Specification**



make the **right** move - join us

Job Title: Performance, Complaints & Appeals Officer Ref No: SQPR3

Knowledge	E = Essential	Identified By
	D = Desirable	
Customer Services / Complaints Handling	Essential	Application
Administration		Form /
Alter a la constitución de la co		Interview
Ability to analyse information and make decisions within	Essential	Application Form /
the appropriate framework		Interview
Skills and Abilities	E = Essential	Identified By
Okilis and Abilities	D = Desirable	identified by
Excellent Knowledge of I/T Packages including Word,	Essential	Application
Excel and Lotus Notes or Outlook.		Form /
		Interview
Attention to Detail. Excellent administrative skills and	Essential	Application
accurate keyboard skills.		Form
Experience	E = Essential	Identified By
	D = Desirable	A 1: 4:
A minimum of two years relevant experience of working	Essential	Application
in a frontline customer facing role.		Form /
Strong administration akillo in a convice upor / quetomor	   Essential	Interview
Strong administration skills in a service user / customer services environment.	Essential	Application Form /
Services environment.		Interview
Excellent communication skills including accurate clear	Essential	Application
written skills and good telephone skills and manner.	Loscittai	Form /
Writtern skille and good telephone skille and mariner.		Interview
Qualifications	E = Essential	Identified By
	D = Desirable	
Educated to degree level or equivalent experience.	Desirable	Application
		Form
NVQ Level 4 in Business Administration or equivalent.	Essential	Application
	F F (1)	Form
Other Circumstances	E = Essential	Identified By
An ability to fulfil all analysis appears of the rate with	D = Desirable	Intervious
An ability to fulfil all spoken aspects of the role with	Essential	Interview
confidence through the medium of English		
Driving License	Desirable	Certificate
Diving Licelise	Desilanie	Jerundate