

# Person Specification

## Assessment and Guidance Team Assistant

Knowledge, Skills, Experience	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Educated to Higher level (or equivalent), or equivalent experience</li> </ul>	
<b>Industry Experience</b>	<ul style="list-style-type: none"> <li>A minimum of 2 years' relevant experience working in a frontline customer facing role.</li> </ul>	<ul style="list-style-type: none"> <li>Experience of working in the public sector and/or 3<sup>rd</sup> sector/support agency.</li> <li>Complaints handling experience.</li> </ul>
<b>Specialist Knowledge</b>	<ul style="list-style-type: none"> <li>Customer services and/or complaints handling administration.</li> </ul>	<ul style="list-style-type: none"> <li>Good knowledge and experience of legislation, developments and precedent in one or more of the areas of the Ombudsman's jurisdiction.</li> </ul>
<b>Technical Skills</b>	<ul style="list-style-type: none"> <li>Competent IT skills (e-mailing, word processing short reports, data entry and retrieval of case documents).</li> <li>Administrative skills including fast and accurate keyboard skills, attention to detail.</li> </ul>	<ul style="list-style-type: none"> <li>Experience of case management information systems.</li> </ul>
<b>Job Holder Competencies</b>		
<b>Planning and organising</b>	<ul style="list-style-type: none"> <li>Plans ahead, setting relevant, realistic goals</li> <li>Effectively balances competing priorities</li> <li>Routinely reviews targets/goals and takes appropriate action to ensure results are achieved</li> <li>Manages time economically and efficiently</li> <li>Anticipates, identifies and minimises problems</li> </ul>	
<b>Effective communication and managing relationships</b>	<ul style="list-style-type: none"> <li>Tailors communication method and style to suit audience</li> <li>Uses plain language and avoids jargon. Is articulate and communicates promptly and clearly</li> <li>Listens actively and checks for clarification and mutual understanding</li> <li>Shows respect and empathy for others view point</li> <li>Expresses disagreement or challenges views calmly, constructively and tactfully</li> <li>Works hard to build and maintain networks that provide mutual benefit and support</li> </ul>	
<b>Delivering excellent service</b>	<ul style="list-style-type: none"> <li>Promotes and projects a positive image of the organisation</li> <li>Works hard to understand stakeholders' views and communicate our remit and responsibility</li> <li>Delivers on time and to the agreed level of quality</li> <li>Recommends improvements to enhance quality of service</li> </ul>	
<b>Working together and valuing difference</b>	<ul style="list-style-type: none"> <li>Supports and co-operates with colleagues</li> <li>Shares information openly and readily</li> <li>Consistently acts towards others with integrity, professionalism, sensitivity and respect</li> <li>Treats others fairly, openly and consistently</li> <li>Shares responsibility for achieving team goals and works flexibly to achieve them</li> </ul>	
<b>Being open and adaptable</b>	<ul style="list-style-type: none"> <li>Takes responsibility for identifying and auctioning new initiatives</li> <li>Responds quickly and positively to change and encourages colleagues to do the same</li> </ul>	
<b>Developing self and others</b>	<ul style="list-style-type: none"> <li>Personally responsible for building up own experience and filling knowledge gaps</li> <li>Shows determination to develop self by seeking new challenges/stretching goals</li> <li>Embraces constructive feedback and challenges others thinking</li> </ul>	