

Person Specification

INWO Complaints Reviewer

Knowledge, Skills, Experience	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> Degree or equivalent qualification or equivalent experience 	
Industry Experience	<ul style="list-style-type: none"> A minimum of two years' experience working with a complaint handling system or dispute resolution. Client/customer service experience (including caseload management). 	<ul style="list-style-type: none"> Experience of handling whistleblowing issues within a regulatory, legal, intelligence, criminal investigation or other relevant environment.
Specialist Knowledge	<ul style="list-style-type: none"> Knowledge of the Public Interest Disclosure Act (1998). 	<ul style="list-style-type: none"> Experience in handling Public Interest Disclosure Act (1998) issues Knowledge of the role and functions of the SPSO.
Technical Skills	<ul style="list-style-type: none"> Competent IT skills (emailing, processing short reports, data entry and retrieval of case documents). Experience of using a case management system. 	
Job Holder Competencies		
Planning and organising	<ul style="list-style-type: none"> Plans ahead, setting relevant, realistic goals. Effectively balances competing priorities. Routinely reviews targets/goals and takes appropriate action to ensure results are achieved. Manages time economically and efficiently. Anticipates, identifies and minimises problems. 	
Analysing and judging	<ul style="list-style-type: none"> Weights up evidence to reach supportable conclusions. Demonstrates a clear and logical approach to analysing problems. Doesn't take things at face value and challenges assumptions as appropriate. Shows the ability to understand and interpret complex data. Recognises underlying issues in complex or unusual cases. Makes decisions using robust or justifiable methodologies. 	
Effective communication and managing relationships	<ul style="list-style-type: none"> Tailors communication method and style to suit audience. Uses plain language and avoids jargon. Is articulate and communicates promptly and clearly. Listens actively and checks for clarification and mutual understanding. Shows respect and empathy for others view point. Expresses disagreement or challenges views calmly, constructively and tactfully. Works hard to build and maintain networks that provide mutual benefit and support. 	
Delivering excellent service	<ul style="list-style-type: none"> Promotes and projects a positive image of the organisation. Works hard to understand stakeholders' views and communicate our remit and responsibility. Delivers on time and to the agreed level of quality. Recommends improvements to enhance quality of service. 	
Working together and valuing difference	<ul style="list-style-type: none"> Supports and co-operates with colleagues. Shares information openly and readily. Consistently acts towards others with integrity, professionalism, sensitivity and respect. Treats others fairly, openly and consistently. Shares responsibility for achieving team goals and works flexibly to achieve them. 	

Being open and adaptable	<ul style="list-style-type: none"> • Takes responsibility for identifying and actioning new initiatives. • Responds quickly and positively to change and encourages colleagues to do the same.
Developing self and others	<ul style="list-style-type: none"> • Personally responsible for building up own experience and filling knowledge gaps. • Shows determination to develop self by seeking new challenges/stretching goals. • Embraces constructive feedback and challenges others thinking.
Applying professional knowledge	<ul style="list-style-type: none"> • Has a full working knowledge of relevant standards, guidance and processes • Shows innovation in exploring the way we do things and looking at alternatives • Recognises when to research technical points and when to seek advice • Recognises impact of decisions and plans for consequences, identifies, notifies and manages risk in accordance with the relevant policies and procedures • Strives to uphold professional standards and set example to others