

Case Checker

Person specification

Essential Criteria:

1. The ability to commit to and work within the aims, principles and policies of the Citizens Advice service.
2. Ability to create a positive working environment in which equality and diversity are well managed, dignity at work is upheld and staff are empowered and motivated to do their best.
3. Practical experience of audit and quality processes.
4. Ability to meet Citizens Advice competence requirements for an Advice adviser.
5. Understanding of the importance of research and campaigns work and a commitment to using research and campaigns action to tackle problems at source.
6. Understanding of key current research and campaigns issues, and their potential impact on CASL clients.

Desirable Criteria:

7. Excellent communication skills both verbally and in writing.
8. Ability to give and receive constructive feedback in a sensitive way.
9. Ability to use IT and experience of other platforms.
10. Ability and willingness to work as part of a team.
11. Experience of collaborative working.
12. Ability to monitor and maintain own standards.
13. Ability to prioritise own work and meet deadlines.
14. Able to demonstrate an understanding of the potential challenges this role presents.
15. Commitment to first class client care.