



Service Support Coordinator/ Telephone Assessor



Person specification

Essential Criteria

1. Ability to communicate effectively verbally and in writing, conduct research and analyse & interpret complex information to produce and present reports clearly.
2. Demonstrable understanding of the issues involved in interviewing clients, an up-to-date understanding of equality and diversity – it's application to providing advice and the supervision and development of staff.
3. Commit to, and work within, the aims, principles and policies of the Citizens Advice service, demonstrating the understanding of issues affecting the society and the implications of this on the client and the service.
4. Proven ability to manage / supervise others including ability to recruit, develop and motivate staff as well as ability to give and receive feedback objectively and sensitively.
5. Proven ability to monitor and maintain service delivery against agreed targets as well as monitor and analyse statistics and check accuracy of calculations.
6. Proven ability to supervise and monitor advice work and to maintain casework systems and procedures, use of IT systems and packages, electronic resources in the provision of advice and the preparations of reports and submission.