

Quality Assessor

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. Understanding of audit and quality processes.
4. Excellent communication skills both verbally and in writing.
5. Understanding of the importance of research and campaigns work and a commitment to using research and campaigns action to tackle problems at source.

Desirable Criteria:

6. Ability to use IT and experience of other platforms.
7. Ability and willingness to work as part of a team.
8. Ability to monitor and maintain own standards, prioritise own work and meet deadlines.
9. Ability to demonstrate an understanding of the potential challenges this role presents.
10. Commitment to first class client care.