

# Telephone Assessor

## Person specification

### Essential criteria

1. Ability to use sensitive listening and questioning skills to get to the root of the issues and empower clients, whilst maintaining structure and control of the call.
2. Ability to work in a confidential environment with an understanding of information assurance and safety in those settings
3. The capacity to work unsupervised or with minimal supervision
4. Good communication and IT skills to deal efficiently with queries, using online information and recording cases on our IT system
5. Ability to commit to and work with the aims, principles and policies of the Citizens Advice service
6. A good up to date understanding of equality and diversity and its application to the provision of advice
7. Ability to monitor and maintain standards for advice provision and quality assurance.
8. Ability to work on own initiative and as part of a team.