

# **Telephone and Digital Assessors**

## **Personal criteria**

### Essential criteria:

- Good interpersonal skills and interaction with others; demonstrable customer care skills
- Sensitive listening and questioning skills to understand the needs of others.
- Good standard of literacy and numeracy, including an ability to check accuracy of calculations and to communicate effectively both verbally and in writing
- Ability to use IT systems and packages, and electronic resources in the provision of information.
- Experience of managing time, against competing priorities and a varied workload with the ability to monitor and maintain service delivery against agreed targets in a busy environment.
- An understanding of and commitment to client empowerment.
- A commitment to equality and skills to engage, communicate and work with a wide range of people from different backgrounds and with a range of abilities.
- Ability to monitor and maintain own standards, working to a high quality.
- Flexibility and willingness to work as part of a team.
- Ability and willingness to work within guidelines, protocols and procedures.

### Desirable criteria:

- Experience of providing advice or information by telephone/understanding of the issues involved in interviewing clients on the telephone and through other digital media
- Experience of providing information using web-chat or other digital means
- Experience of working in a customer/client focused role
- Understanding of the issues affecting society and their implications for clients and service provision.