

Personal criteria

Essential criteria:

1. Good interpersonal skills and interaction with others; demonstrable customer care skills
2. Sensitive listening and questioning skills to understand the needs of others.
3. Good standard of literacy and numeracy, including an ability to check accuracy of calculations and to communicate effectively both verbally and in writing
4. Ability to use IT systems and packages, and electronic resources in the provision of information.
5. 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.
6. An understanding of and commitment to client empowerment.
7. 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.
8. Ability to monitor and maintain own standards, working to a high quality.
9. Flexibility and willingness to work as part of a team.
10. Ability and willingness to work within guidelines, protocols and procedures.

Desirable criteria:

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