

Housing and Area Management

PERSON SPECIFICATION

POST TITLE: Customer Feedback Officer

POST NUMBER:

GRADE: Band 6

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Educational Attainment		<ul style="list-style-type: none"> • Educated to ONC Level or studying towards this or have 2 'A' Levels. • NVQ in relevant subject 	<ul style="list-style-type: none"> • Application form • Certificates
Work Experience	<ul style="list-style-type: none"> • Successful experience of working in a customer facing environment • Experience of delivering projects including consultation exercises • Experience of writing reports and presenting findings including the monitoring of performance • Experience of successful application of analytical skills in solving complex problems • Experience of successful complaint investigation and resolution • Experience of developing and delivering training 	<ul style="list-style-type: none"> • Experience of working in a legal environment • Experience of interviewing 	<ul style="list-style-type: none"> • Application form • Interview • References
Knowledge/	<ul style="list-style-type: none"> • Excellent 	<ul style="list-style-type: none"> • Knowledge of local 	<ul style="list-style-type: none"> • Application form

Skills/ Aptitudes	<p>communication skills written and verbal, and able to write complex responses to customer complaints</p> <ul style="list-style-type: none"> • Good ICT skills • Excellent organisational skills • Analytical skills with the ability to interpret complex information • Forward thinking approach • Good understanding of interview techniques 	authority procedures	<ul style="list-style-type: none"> • Interview • References
Disposition	<ul style="list-style-type: none"> • Professional, calm, unbiased and non-judgemental yet assertive • A desire to help people • Tactful and diplomatic • Confident individual and team player • Committed to the principles of equality and diversity • Able to work to tight deadlines • Able to manage own and teams workload • Flexible approach to work 		<ul style="list-style-type: none"> • Interview • References
Circumstances	<ul style="list-style-type: none"> • Full current driving licence or access to a means of mobility support • Able to work outside normal working hours 		<ul style="list-style-type: none"> • Application form • Interview • Licence

Reference: EW

Date: 28-10-20