

Complaints Reviewer Person Specification

Job Holder Knowledge, Skills, Experience	Essential	Desirable
Qualifications	Degree, or equivalent qualification or 5 years' relevant experience ideally in customer services or project management environment.	
Industry Experience	A minimum of 2 years' experience working with a complaint handling system or dispute resolution. Client/customer service experience (including caseload management).	
Specialist Knowledge		Good knowledge and experience of legislation, developments and precedent in one or more of the areas of the Ombudsman's jurisdiction.
Technical Skills	Competent IT skills (emailing, processing short reports, data entry and retrieval of case documents).	
Job Holder Competencies		
Planning and organising	<ul style="list-style-type: none"> ▪ Plans ahead, setting relevant, realistic goals. ▪ Effectively balances competing priorities. ▪ Routinely reviews targets/goals and takes appropriate action to ensure results are achieved. ▪ Manages time economically and efficiently. ▪ Anticipates, identifies and minimises problems. 	
Analysing and judging	<ul style="list-style-type: none"> ▪ Weighs up evidence to reach supportable conclusions. ▪ Demonstrates a clear and logical approach to analysing problems. ▪ Doesn't take things at face value and challenges assumptions as appropriate. ▪ Shows the ability to understand and interpret complex data. ▪ Recognises underlying issues in complex or unusual cases. ▪ Makes decisions using robust or justifiable methodologies. 	
Effectively communicating and managing relationships	<ul style="list-style-type: none"> ▪ Tailors communication method and style to suit audience. ▪ Uses plain language and avoids jargon. Is articulate and communicates promptly and clearly. ▪ Listens actively and checks for clarification and mutual understanding. ▪ Shows respect and empathy for others view point. ▪ Expresses disagreement or challenges views calmly, constructively and tactfully. 	
Delivering excellent service	<ul style="list-style-type: none"> ▪ Works hard to understand the customer's complaint and to communicate our remit and responsibilities. ▪ Delivers on time to the agreed level of quality. ▪ Recommends improvements to enhance quality of service. ▪ Promotes and projects a positive image of the organisation. 	
Working together and valuing difference	<ul style="list-style-type: none"> ▪ Supports and co-operates with colleagues. ▪ Shares information openly and readily. ▪ Consistently acts towards others with integrity, professionalism, sensitivity and respect. ▪ Treats others fairly, openly and consistently. ▪ Shares responsibility for achieving team goals and works flexibly to achieve them. 	
Being open and adaptable	<ul style="list-style-type: none"> ▪ Takes responsibility for identifying and auctioning new initiatives. ▪ Responds quickly and positively to change and encourages colleagues to do the same. 	
Developing self and others	<ul style="list-style-type: none"> ▪ Personally responsible for building up own experience and filling knowledge gaps. ▪ Shows determination to develop self by seeking new challenges/stretching goals. ▪ Embraces constructive feedback and challenges others thinking. 	