

Person Specification

INWO Complaints Reviewer

Knowledge, Skills, Experience	Essential	Desirable
Qualifications	Degree or equivalent qualification or equivalent experience	
Industry Experience	- A minimum of two years' experience working with a complaint handling system or dispute resolution. - Client/customer service experience (including caseload management).	Experience of handling whistleblowing issues within a regulatory, legal, intelligence, criminal investigation or other relevant environment.
Specialist Knowledge	Knowledge of the role and functions of the SPSO.	- Experience in handling Public Interest Disclosure Act (1998) issues - Knowledge of the Public Interest Disclosure Act (1998).
Technical Skills	- Competent IT skills (emailing, processing short reports, data entry and retrieval of case documents). - Experience of using a case management system.	
Job Holder Competencies		
Planning and organising	- 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	- Weights 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.	
Effective communication and managing relationships	- 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. - Works hard to build and maintain networks that provide mutual benefit and support.	
Delivering excellent service	- Promotes and projects a positive image of the organisation. - Works hard to understand stakeholders' views and communicate our remit and responsibility. - Delivers on time and to the agreed level of quality. - Recommends improvements to enhance quality of service.	
Working together and valuing difference	- 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	• Takes responsibility for identifying and actioning new initiatives. • Responds quickly and positively to change and encourages colleagues to do the same.
Developing self and others	• 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.
Applying professional knowledge	• Has a full working knowledge of relevant standards, guidance and processes • Shows innovation in exploring the way we do things and looking at alternatives • Recognises when to research technical points and when to seek advice • Recognises impact of decisions and plans for consequences, identifies, notifies and manages risk in accordance with the relevant policies and procedures • Strives to uphold professional standards and set example to others