

## Complaints Standards Authority (CSA) Officer Person Specification

Job Holder Knowledge, Skills, Experience	Essential	Desirable
<b>Qualifications</b>	Degree or equivalent qualification.	Project management qualification.
<b>Industry Experience</b>	A minimum of two years' experience in a customer facing role within the public sector.	A minimum of two years' frontline complaints handling experience, as a manager or complaints investigator in the public sector.
<b>Specialist Knowledge</b>	An excellent knowledge of the SPSO model Complaints Handling Procedures and compliance requirements. An excellent knowledge of the SPSO key complaints handling performance indicators.	Demonstrable experience of using complaints performance information to improve service delivery.
<b>Technical Skills</b>	Competent IT skills (e-mailing, word processing short reports, data entry and retrieval of case documents).	Strong excel and PowerPoint skills.
Job Holder Competencies		
<b>Planning and organising</b>	<ul style="list-style-type: none"> <li>▪ Demonstrates ability to set up and manage small projects from end to end.</li> <li>▪ Plans ahead, anticipates, identifies and manages risks to, and sets, realistic targets.</li> <li>▪ Effectively balances competing priorities.</li> <li>▪ Manages time economically and efficiently.</li> <li>▪ Delivers on time to the agreed level of quality.</li> </ul>	
<b>Service delivery</b>	<ul style="list-style-type: none"> <li>▪ Promotes and projects a positive image of the organisation's work by providing a high quality service, delivering on time to the agreed service standards and commitments.</li> <li>▪ Works hard to understand and empathize with our different stakeholders, to communicate our responsibilities and perspective and to meet their needs on a timely basis.</li> <li>▪ Gives service delivery priority and puts it at the core of all decisions. Recommends improvements to enhance the quality of service delivery.</li> </ul>	
<b>Effectively communicating and managing relationships</b>	<ul style="list-style-type: none"> <li>▪ Demonstrates strong interpersonal and people skills to operate effectively as the public face of SPSO.</li> <li>▪ Evidence of collaborative working with a range of stakeholders through an open, engaging and enthusiastic approach.</li> <li>▪ Has the ability to communicate effectively at all levels using different communication channels.</li> <li>▪ Tailors communication method and style to suit the situation and audience.</li> <li>▪ Is articulate and communicates confidently and clearly.</li> <li>▪ Uses plain language and avoids jargon.</li> <li>▪ Listens actively and checks for clarification and mutual understanding.</li> <li>▪ Expresses disagreement or challenges views calmly, constructively and tactfully.</li> </ul>	
<b>Analysing and judging</b>	<ul style="list-style-type: none"> <li>▪ Demonstrates the ability to gather, understand and interpret complex data.</li> <li>▪ Demonstrates a clear and logical approach to analysing problems.</li> <li>▪ Weighs up the evidence and reaches supportable conclusions.</li> <li>▪ Does not take things at face value and challenges assumptions.</li> </ul>	
<b>Developing self and others</b>	<ul style="list-style-type: none"> <li>▪ Sets job related targets and regularly reviews performance against these and set standards.</li> <li>▪ Takes responsibility for building up level of knowledge and experience and filling knowledge gaps through appropriate methods eg. reading, networks, training activities.</li> <li>▪ Shows self confidence and determination to take responsibility for own work, seek</li> </ul>	

	<p>new challenges and set stretching but achievable goals, with appropriate guidance.</p> <ul style="list-style-type: none"> <li>▪ Ensures continuous self development by measuring performance against personal goals, reflecting on &amp; learning from successes/failures and modelling behaviours on others that support development.</li> <li>▪ Embraces constructive feedback and responds appropriately, engages in and initiates conversations that challenges thinking and questions the way we do things.</li> <li>▪ Contributes to a coaching culture by taking up or providing opportunities for knowledge sharing and offering support to others as appropriate.</li> </ul>
<p><b>Working together and valuing difference</b></p>	<ul style="list-style-type: none"> <li>▪ Actively supports and co-operates with colleagues.</li> <li>▪ Shares information openly and readily.</li> <li>▪ Consistently acts towards others with integrity, professionalism, sensitivity and respect.</li> <li>▪ Treats others fairly, openly and consistently.</li> </ul>