

Person Specification

Complaints Officer

Knowledge, Skills, Experience	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> Educated to degree level or equivalent experience 	
Industry Experience	<ul style="list-style-type: none"> A minimum of two years' relevant experience of working in a frontline customer-facing role. Good knowledge and experience in customer services environment. Strong administration skills in a client/customer services environment. 	<ul style="list-style-type: none"> Experience of working with public sector.
Specialist Knowledge	<ul style="list-style-type: none"> Customer services/complaints handling administration 	<ul style="list-style-type: none"> Good knowledge and experience of legislation, developments and precedent in one or more of the areas of the Ombudsman's jurisdiction.
Technical Skills	<ul style="list-style-type: none"> Excellent knowledge of IT packages including Word, Excel and Outlook. Attention to detail. Excellent administrative skills and fast and accurate keyboard skills. 	<ul style="list-style-type: none"> Experience of case management information systems.
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 within appropriate procedural and policy framework, with appropriate supervision Demonstrates a clear and logical approach to analysing problems 	
Delivering excellent service	<ul style="list-style-type: none"> 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. 	
Effective communication 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. Works hard to build and maintain networks that provide mutual benefit and support. 	
Working together and valuing difference	<ul style="list-style-type: none"> Responds supports and co-operates with others. Shares knowledge, information and ideas openly and constructively challenges ideas. Shares responsibility for achieving team goals and works flexibly to achieve them. Shows respect, integrity, professionalism and sensitivity in treatment of others. 	

Developing self and others	<ul style="list-style-type: none">• Sets and reviews performance against job related targets.• Personally responsible for building up own experience and filling knowledge gaps.• Shows determination to develop self by seeking new challenges/stretching goals.• Measures and reflects on performance against goals, learning from experience.• Embraces constructive feedback and challenges others thinking.• Takes up or provides opportunities for knowledge sharing.
Being open and adaptable	<ul style="list-style-type: none">• Tries hard to gather information about the organization to have an overview.• Tailors actions to support strategic objectives and targets.• Seeks out and contributes to ideas for improvement.• Is adaptable and willing to try new ways of working in response to changing needs.