

PERSON SPECIFICATION

Post Title	Contact Centre Advisor	Band	3	Job Evaluation Reference	G399(4)
Required Attributes					
1. EDUCATION AND TRAINING				Essential	Desirable
Qualifications as an essential criteria can only be asked if it is a <u>fundamental</u> requirement of the role (i.e. the role could not be done without it). Otherwise, a qualification should be used as an <u>indication</u> of the knowledge required to perform the role and equivalent knowledge/experience* should be considered (i.e. SCQF Level 6 or equivalent knowledge/experience)					
*equivalent knowledge/experience can be gained in several ways including relevant work experience, voluntary or community activities, on-the-job or off-the-job training or full-time or part-time study					
SCQF level 4 English or equivalent				✓	
SCQF Level 4 Mathematics/Arithmetic or equivalent				✓	
Customer Care qualification e.g. CSP					✓
2. KNOWLEDGE AND EXPERIENCE				Essential	Desirable
Consider what knowledge and experience is essential at the point of recruitment and what can be considered desirable and can be learned through on-the-job training					
Some experience in front facing service delivery				✓	
Previous call handling and processing experience				✓	
Previous experience using a CRM system					✓
Understanding of various customer platforms (telephony, social media, web chat)				✓	
Knowledge of all core services delivered in Contact Centre				✓	
Understanding of continuous improvement agenda				✓	
Good knowledge of information governance principles and data protection				✓	
3. SKILLS AND ABILITIES				Essential	Desirable
Consider what skills and abilities are essential the point of recruitment and what can be considered desirable and can be learned through on-the-job training					
Proven communication skills in front facing environment				✓	
Problem solving experience				✓	
Experience in use of relevant technology				✓	
Proven IT skills and the ability to learn and use multiple applications				✓	

Ability to capture, store and retrieve correct information to meet customer needs	✓	
Excellent listening and interpretation skills with the ability to adapt different styles to suit the situation.	✓	
Ability to work under pressure	✓	
Commitment to ongoing training and development	✓	
Numeracy / financial skills	✓	
4. PERSONALITY FACTORS	Essential	Desirable
• Include personality traits and interpersonal skills that align to the Councils Core Behaviours		
Capacity to develop in the role	✓	
Empathy to deal with sensitive matters	✓	
Calm and reassuring	✓	
Analytical	✓	
Customer focused	✓	
5. OTHER REQUIREMENTS	Essential	Desirable
• Include other criteria not covered in sections 1-4 i.e. Driving License or SSSC registration etc		
Flexibility	✓	
Team player	✓	
Employees are the Council's greatest asset and through our SUPPORT we are expected to work together and demonstrate the following core behaviours: • Strengthen – our Communities • Understand – our children's needs • Protect – our vulnerable people • Promote – equality and diversity • Open and transparent – at all times • Respect – our environment • Treat – each other with kindness		

Guidance:

A factsheet on writing a person specification is available on Connect within the recruitment policy/procedure.