PERSON SPECIFICATION

Post Title	Contact Centre Advisor SWS	Band	5	Job Evaluation Reference	G608

Required Attributes		
1. EDUCATION AND TRAINING	**Essential**	**Desirable**
• **Qualifications as an essential criteria can only be asked if it is a fundamental requirement of the role (i.e. the role could not be done without it). Otherwise, a qualification should be used as an indication 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 qualification	✓	
Customer Care Qualification		✓
ECDL		✓
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**		
Experience in front facing service delivery	✓	
Experience working in a busy office environment	✓	
Competent in computer application systems including information gathering	✓	
Managing own workload and ability to prioritise ever changing demands	✓	
Supporting the implementation of new systems and procedures		✓
Local and geographical knowledge	✓	
Codes of ethics and confidentiality	✓	
Local knowledge of support available within communities across all sectors and confidence to signpost appropriately	✓	
Understanding of continuous improvement agenda and service delivery	✓	
Knowledge of information gathering systems		✓
Knowledge and understanding of current and relevant legislation and policies in respect of Health and Social Work Services (CP/ASP/Mental Health/SDS)	✓	
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 across a wide range of HSCP and SWS, partners and members of the public	✓	
Problem solving	✓	
Excellent organisational and time management skills	✓	
Ability to capture, store, retrieve and disseminate correct information efficiently to meet customer needs	✓	
Excellent listening and interpretation skills, including evidenced skills on working under pressure	✓	
Solution-focused and creative, committed to dealing with all aspects of an enquiry to ensure repeat contact is minimised	✓	
Ability to adapt to a rigorous continuous training environment	✓	
Excellent PC skills, especially with Microsoft Office	✓	
Ability to work effectively as part of a team	✓	
Ability to handle and de-escalate difficult calls from members of the public, whilst always remaining calm and professional	✓	
Demonstrate a commitment to and understanding of the principles of customer care and equal opportunities.	✓	
4. PERSONALITY FACTORS	**Essential**	**Desirable**
• **Include personality traits and interpersonal skills that align to the Councils Core Behaviours**		
Always maintain confidentiality	✓	
Demonstrate sensitivity and resilience	✓	
Able to work under pressure and provide good attention to detail	✓	
Professional manner and ability to show empathy	✓	
Show a structured and organised approach to work	✓	
Solution focused and willing to share best practice ideas	✓	
Demonstrate a commitment to high quality service delivery	✓	
5. OTHER REQUIREMENTS	**Essential**	**Desirable**
• **Include other criteria not covered in sections 1-4 i.e. Driving License or SSSC registration etc**		
Team Player	✓	
Flexible/Adaptable	✓	
Willingness to learn	✓	
Adherence to Council and department policies and procedures	✓	

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.