

Recruitment person specification

Post being recruited for: ASSISTANT COMPLAINTS OFFICER

Our Behaviours

These apply to all posts

Respect

Integrity

Flexibility

Managers

1. Specify what the essential requirements are for your vacancy under each category. All candidates that have disclosed a disability must be interviewed if they meet the essential requirements.
2. Specify what the desirable requirements are for your vacancy under each category. Desirable criteria can be used to shortlist candidates if you have a high volume of applicants. However, you cannot use desirable criteria when shortlisting any candidates that have disclosed a disability.

Person specification

Category

Essential

Desirable (not every post needs desirable requirements)

Experience

Proven track record of dealing with complex issues

Previous complaint handling experience

Experience of working in a health or social care setting

Experience of managing workload and meeting competing deadlines

Experience of writing reports

Knowledge, skills and understanding	<i>Ability to demonstrate emotional intelligence, resilience, tact and discretion</i> <i>Ability to exercise judgement and diplomacy when dealing with complaints varying in levels of complexity and sensitivity</i> <i>Strong communication, organisational and interpersonal skills.</i> <i>Ability to prioritise workload and meet urgent deadlines on a regular basis</i> <i>Strong IT and analytical skills</i>	
Qualifications and training	<i>Educated to HND level in an administrative / business related subject or able to demonstrate the equivalent relevant experience</i>	
Job specific requirements	<i>Ability to analyse complex issues and problems</i> <i>Ability to develop and maintain strong working relationships with a range of stakeholders and colleagues</i> <i>Good eye for detail especially when interpreting information</i> <i>Provide support and advice to colleagues</i>	