

**Person Specification:
Contact Centre Assessor**

Essential Criteria	
1	Practical Commitment and Understanding of Citizens Advice Values <ul style="list-style-type: none"> • The ability to commit to, and work within, the aims, principles and policies of the Citizens Advice service • Demonstrate an understanding of social trends and their implications for clients and service provision • Understand how the advice needs of many clients can be addressed using digital means (e.g. telephone, webchat, email) • Demonstrate through behaviour an understanding and embodiment of our organisation's values, the 4Cs: Connect, Change, Compassionate and Committed
2	Experience <ul style="list-style-type: none"> • Ability to meet Citizens Advice competency requirements for our Contact Centre Assessor role • To be able to demonstrate the ability to recognise the difference between advice levels, identifying when you can give information and when this needs to be referred on to Advisors/Caseworkers • Proven ability to deal with sensitive client issues and competing demands with professional judgement, tact and diplomacy • Ability to manage multiple client issues and identify the correct resources to ensure the client journey is excellent
3	Planning and Organisation Skills <ul style="list-style-type: none"> • Excellent administrative, planning and organisational skills and the ability to manage time effectively under own initiative to deliver an effective initial enquiry service • Ability to cope with pressure and keep calm and organised within a pressurised fast paced environment • Knowledge of how to support clients over the phone, by email and webchat from diverse backgrounds and/or with complex issues • Demonstrate commitment to adhering to procedure, policies and systems to ensure good practice
4	Accurate Written Communication Skills <ul style="list-style-type: none"> • The ability to work methodically within defined systems and to maintain accurate written and statistical records, where required • Ability to analyse and interpret what the client wants and/or needs and identify the most appropriate 'next steps' • Ability to take basic client data whilst on the phone to the client (using headsets) and type this directly onto our CRM database
5	Excellent Verbal and Communication Skills <ul style="list-style-type: none"> • Strong interpersonal skills with the ability to deal with people at all levels appropriately • Ability to communicate effectively verbally and in writing including with a range of people - good negotiation skills • Ability to be empathetic and compassionate with clients whilst also progressing the client journey as efficiently as possible
6	Experience of Working Effectively with Teams

	<ul style="list-style-type: none"> • Ability to contribute to a positive working environment in which equality and diversity are celebrated • Ability to support volunteers and new paid staff to undertake the assessor role and contribute to helping them achieve their competency programme • Ability to motivate and support colleagues (paid staff and volunteers) for the good of the client and organisation as a whole
7	Commitment to Learning and Development of Self and Others <ul style="list-style-type: none"> • Demonstrate an ongoing and proactive commitment to own learning and personal development to meet the needs of the role • Ability to keep up to date with changes in advice to ensure the quality of information and guidance is high • The ability to give and receive feedback objectively • Demonstrates ability to empower others to develop new personal/professional skills
8	IT and Technological Skills <ul style="list-style-type: none"> • Ability to deliver information and guidance via email/webchat as well as telephone (with training) • Ability to learn and use our CRM and contact centre platforms effectively. • Ability to use IT ie. word processing /use email efficiently
9	Judgement and Decision Making <ul style="list-style-type: none"> • An ability to make decisions under pressure for the good of the client and organisation • Ability to assess the difference between client want vs client need • Ability to assess risk within complex cases • Ability to sift through information to identify what is relevant and what is not to progressing the client journey • To be able to understand and be confident in making decisions within own remit and when a decision needs to be referred to management
10	Quality <ul style="list-style-type: none"> • Understanding of and ability to deliver an excellent customer-orientated advice service • To have the ability to support management to ensure the organisation works to the required standard as defined by Citizens Advice Performance Quality Framework
11	Flexibility <ul style="list-style-type: none"> • Ability to work during the assessment centre opening days/hours • Flexible approach to the area of work, through telephone, webchat and email in order to meet the needs of the organisation and provide cover where relevant
Desirable Criteria	
<ul style="list-style-type: none"> • Experience of use of telephone, webchat or email e.g. working in a call centre/customer facing environment • Bilingual skills in a community language • Training/experience in customer care 	