

**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/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	<p>Commitment to Learning and Development of Self and Others</p> <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	<p>IT and Technological Skills</p> <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	<p>Judgement and Decision Making</p> <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	<p>Quality</p> <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	<p>Flexibility</p> <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
<p>Desirable Criteria</p> <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 	