



Person Specification

This form lists the essential and desirable requirements needed in order to do the job.

Applicants will be shortlisted **solely** on the extent to which they meet these requirements.

Job title: Customer Support Manager

Department/Division: Finance Division

Accountable to: Head of Fees and Credit Control (HFICC)

Competency	Criteria	E/D
Knowledge and Experience	Knowledge of Income / debt collection cycles and procedures, including relevant legislation.	D
	A sound knowledge of good management practices.	E
	Excellent IT skills including in using Microsoft Excel Microsoft Office and an Accounting or Credit Control system.	E
	An awareness on HE sector	E
	Experience of analyzing and interpreting data, producing complex reports and delivering briefings to others.	D
	Ability to exercise professional judgment and to use initiative appropriately	E
	Ability to relate to and work with colleagues at all levels of the organization in a collegial manner	E
	Good planning and time management, project management and organizational skills	E
	Strong negotiation skills	E
	Evidence of a creative approach to problem-solving	D
Communication	Excellent verbal and written skills and the ability to communicate effectively and confidently at all levels	E
	Ability to understand and convey information in a clear and accurate manner both in person and by telephone	E



	Uses clear, simple, and authoritative language. Is able to demonstrate a range of strategies to influence others and win their support.	E
	Able to effectively present to and facilitate influential groups either within the University or externally. Influences outcomes	E
Service delivery	A desire to deliver top quality customer service at all times	E
	A high level of accuracy and attention to detail	E
	Experience of day to day office administration and customer service	E
Liaison and Networking	Builds and expands networks to achieve both operational and strategic goals	D
Initiative and Problem solving	Proven ability to resolve majority of customer enquiries escalating only where necessary	D
	Ability to take a proactive approach to tasks	D
Teamwork and motivation	Ability to work with minimum supervision and use own initiative	E
	Ability to work as part of a team and to make a contribution to the team.	E
	Ability to motivate others within the team	E
	Ability to provide clear objectives to a team and delegate effectively	E
	Demonstrates and encourages collaboration.	E
Planning and organisation resources	Proven ability to plan and organise and prioritise own workload	E
	Ability to work to deadlines whilst maintaining attention to detail	E
	Secures and makes best use of resources to manage fluctuating demands and achieve targets.	E
	Is able to plan and co-ordinate work appropriately to make the best use of resources and to achieve targets.	E
	Communicates and monitors achievement against plans.	E
	Identifies gaps against best practice nationally & internationally. Puts forward proposals and develops strategic implementation plans to introduce new and improved ways of operating	E
	Proven experience in planning schedules of work against annual cycles; setting objectives, milestones and implementing regular reviews to evaluate progress	E



	Proven ability to organise events and activities that deliver the required outputs	E
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E – Essential: Requirements without which the job could not be done.
D – Desirable: Requirements that would enable the candidate to perform the job well.