



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 Advisor

Department/Division: Finance

Accountable to: Customer Support Manager

Criteria	Evidence	E/D
Knowledge and Experience	Experience of working in a financial setting	E
	Excellent IT skills, especially in Microsoft Office, Word, Excel and Outlook	E
	Experience of working face to face with customers and stakeholders	E
	Strong negotiation skills	E
	Educated to A-level of equivalent	D
	An awareness of the HE sector	D
	An understanding of student finance	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
Service Delivery	An ability to work flexibly, managing work and consistently meeting deadlines	E
	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
	Ability to implement and apply policy and procedures to tasks and workload and advise colleagues and customers accordingly	E
Initiative and Problem solving	Proven ability to resolve majority of customer enquiries, escalating where necessary	E
	Ability to take a proactive approach to tasks	D
Teamwork and Motivation	Examples of having participated in and contributed to a team	E
	Ability to work with minimum supervision and use own initiative	E
	Ability to work, participate and contribute in team objectives	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

E – Essential: Requirements without which the job could not be done.

D – Desirable: Requirements that would enable the candidate to perform the job well.