



## 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
<b>Knowledge and Experience</b>	Demonstrable experience of working in a financial setting.	E
	Excellent IT Skills, especially in Microsoft Office, Word, Excel and Outlook.	E
	Demonstrable 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
<b>Communication</b>	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
<b>Service delivery</b>	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
<b>Initiative and Problem solving</b>	Proven ability to resolve majority of customer enquiries escalating only where necessary	E
	Ability to take a proactive approach to tasks	D
<b>Teamwork and motivation</b>	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
<b>Planning and organisation resources</b>	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.**