



PERSON SPECIFICATION

Post: Customer Service Department Manager			
1.	Education and Experience	Essential	Desirable
1.1	Educated to degree level or working towards it	*	
1.2	Qualification relating to Service Delivery/Customer Care Management/ Business Administration		*
1.3	Experience in leading and managing multi-disciplinary service teams	*	
1.4	A proven track record of achievement in customer service	*	
1.5	Experience of handling complaints and resolving problems	*	
1.6	Experience of working effectively in a pressurised customer service environment	*	
1.7	Experience of project management and developing corporate initiatives	*	
1.8	Extensive experience of Microsoft applications	*	
1.9	Experience of change management within a complex organisation		*
2.	Knowledge, Skills and Abilities	Essential	Desirable
2.1	Extensive knowledge of the principles of customer care	*	
2.2	Ability to procure and manage contracts consistent with the Business Support Unit remit	*	
2.3	The ability to be creative and to come up with new ideas to improve customer standards and business efficiency. Able to translate strategies into tactical plans and lead on implementation	*	
2.4	An ability to work on your own initiative and prioritise workload to meet strict deadlines and manage teams	*	
2.5	Excellent verbal and written communication skills with the ability to produce reports, written correspondence and presentations to a high standard	*	
2.6	An ability to motivate and inspire colleagues and staff and to deal professionally with confidential issues	*	
2.7	A knowledge on how technology can be utilised to improve customer service	*	
2.8	Strong leadership and advocacy skills	*	

2.9	Possess ability to troubleshoot and be creative when problem solving	*	
2.10	Ability to work effectively and support others in a pressurised environment	*	
2.11	An ability to retrieve information, check facts and absorb information quickly and have strong skills in accuracy and good attention to detail	*	
2.12	A high standard of efficiency in administration	*	
3.	Values and Attributes	Essential	Desirable
3.1	Motivated, enthusiastic and self-starting with a commitment and drive for organisational improvement	*	
3.2	Passionate about putting customers first, champions customer focus and demonstrates great customer service	*	
3.3	An ability to empathise with customers particularly those suffering disadvantage	*	
3.4	Flexible and adaptable approach to work, colleagues and customers	*	
3.5	Displays a positive and can-do attitude and is able to work off their own initiative and is proactive and looks for ways that the business can continually improve and able to represent the department positively and professionally	*	
4.	Other Requirements	Essential	Desirable
4.1	Flexible in terms of working hours – e.g. outwith normal working hours	*	
4.2	Committed to Equal Opportunities and Diversity and demonstrates acceptance and respect in understanding different people, their diverse needs, culture and lifestyle	*	
4.3	Committed to CPD and willing to learn and undertake training as required	*	
4.4	Possess a valid full driving license for a car and have the use of a car each working day		*
4.5	Be able to work some weekends and evenings when required	*	