

PERSON SPECIFICATION

Qualifications The successful candidate will	
Essential	Be educated to a good standard;
Desirable	Hold an Employment Law qualification, or be willing to work toward this.
Skills and Experience The candidate will be able to demonstrate:	
Essential	Experience within a helpdesk, advice centre or call centre environment;
	Delivering exceptional member/ customer care;
	Providing technical advice and guidance within a legal or employment context;
	Ability to empathetically and efficiently deal with distressed or vulnerable callers;
	Awareness of GDPR data regulations for data processing and verification methods;
	Knowledge of at least two of the following: <ul style="list-style-type: none"> 1. Education Service 2. Teachers terms and conditions 3. Employment Law 4. NASUWT / Trade Union
	Ability to work as an individual as well as within a team;
Desirable	Commitment to personal development through research;
	Use of call logging, member record and data systems.
Personal Attributes The postholder will have:	
Essential	Ability to work under pressure;
	Strong time management skills;
	Capability to be flexible and adaptable to meet demands of the service;
	Commitment to Equality;
	Good interpersonal skills;
	Committed to Equal Opportunities
Desirable	Commitment to trade unions.

