

## **PERSON SPECIFICATION – CUSTOMER RELATIONSHIP MANAGER**

<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>	<b>How Assessed</b>
Qualifications	<ul style="list-style-type: none"> <li>• Good levels of literacy and numeracy</li> </ul>	<ul style="list-style-type: none"> <li>• A working knowledge of immigration law</li> </ul>	C.V.
Experience	<ul style="list-style-type: none"> <li>• Experience in a client/customer facing role</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in a legal environment</li> <li>• Appropriate work experience/voluntary work</li> </ul>	C.V. Interview
Skills/Abilities/Knowledge	<ul style="list-style-type: none"> <li>• Ability to use computer packages to a good standard</li> <li>• Excellent command of written &amp; oral English</li> <li>• Ability to communicate clearly</li> <li>• Empathy and an understanding of our clients' needs</li> <li>• Ability and confidence to sell services</li> <li>• Ability to work within a varied and busy team</li> <li>• Ability to produce accurate work</li> <li>• Personal work planning and organisational skills</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge and understanding of our ethos</li> <li>• Active interest in what we do and how we do it</li> </ul>	C.V. Interview

	<ul style="list-style-type: none"> <li>• Ability to work on own initiative</li> <li>• An ability and willingness to work in accordance with our firm values</li> </ul>		
Aptitude/Personal Qualities	<ul style="list-style-type: none"> <li>• Ability to interface effectively with clients</li> <li>• Flexible approach to working conditions and working environment</li> <li>• Honesty, tolerance, common sense and sense of humour</li> <li>• Enthusiasm for embracing change</li> <li>• Willing to undertake job related training</li> </ul>		C.V. Interview