

Person Specification

Job Title	Correspondence Officer
Grade	SO1
Service/Section	Programme and Improvement Team
Directorate	Transport

Criteria	Essential/ Desirable
Qualifications and Experience	
Significant experience of working in a customer service role resolving complaints and casework	E
Experience of working with residents, Members and senior staff and understanding of political sensitivities and challenges	E
Experience of writing and presenting information and reports for a range of audiences	D
Knowledge, Skills and Abilities	
Excellent verbal, and written communication skills, including the ability to convey information clearly.	E
Knowledge and understanding of the Council's complaint, FOI and casework policies/processes.	E
Experience of dealing with complaints coordinating and drafting responses	D
Competence in using case management systems and other relevant software (Dynamics, Word, Excel)	E
Ability to forge good working relationships with a wide range of services, staff and external stakeholders	D
Equal Opportunities / Health and Safety	
Understanding of and commitment to the Council's equal opportunities policies and ability to put into practice in the context of this post.	E
Understanding of and commitment to achieving the Council's staff values and ability to put into practice in the context of this post.	E