

Person Specification School Appeals and Complaints Officer

Part A

The following criteria (experience, skills and qualifications) will be used to short-list at the application stage:

Essential

- Experience of working within a challenging customer services environment.
- Able to respond to customers empathetically and manage challenging and confrontational behaviour.
- Knowledge of statutory guidance relating to social care complaints, school admission appeals and Freedom of Information requests.
- Experience in supporting the management, development and delivery of complaints, appeals or FOI services.
- Excellent interpersonal, written and oral communication skills; and confident and able to work effectively with, and provide advice to, a wide range of people at all levels.
- Experience in producing timely, clear and concise written information, with attention to detail and a strong focus on accuracy.
- Excellent IT skills, and able to manipulate and update databases and spreadsheets.
- Able to work to deadlines, prioritise workload and manage competing demands.
- Able to work as part of a Team and on own initiative.

Desirable

- Experience of supporting the management, development and delivery of complaints services.
- Experience in managing or supporting Freedom of Information systems and processes.
- Experience in coordination and clerking of school admission appeals.

Part B

The following criteria will be further explored at the interview stage:

- Knowledge and experience of complaints, appeals and FOI services.
- Ability to handle confidential and sensitive information, deal with customers empathetically, and manage challenging and confrontational behaviour.
- Ability to work cooperatively with a range of stakeholders.
- Ability to work to deadlines, prioritise workload and manage competing demands
- Commitment to equalities; and approach to embedding this in day to day work.