

## Service Resolution Manager – Person Specification

What are we looking for?		How will we check if you have it?
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of working in a service delivery environment in a problem-solving role where there is a requirement to resolve issues effectively.</li> </ul>	Application form and interview
<b>Knowledge and skills</b>	<ul style="list-style-type: none"> <li>• Ability to use a range of IT systems, including specialist packages;</li> <li>• A willingness to learn new packages as appropriate</li> <li>• Ability to work with formalised systems.</li> </ul>	Application form and interview
<b>Equal Opportunities</b>	<ul style="list-style-type: none"> <li>• Demonstrates an understanding of and commitment to issues involved with working and providing services in a multi-cultural environment.</li> </ul>	Application form and interview
<b>Core Competencies</b>	<b>Customer Focus</b> <ul style="list-style-type: none"> <li>• Understanding and meeting the diverse customer needs, handling customers in a respectful, supportive and empathetic way and ensuring actions are fair and transparent.</li> </ul>	Interview and scenario
	<b>Communication</b> <ul style="list-style-type: none"> <li>• Ability to communicate with a diverse customer spectrum, clearly and concisely and to produce effective reports for a range of internal audiences.</li> </ul>	Application form and scenario test
	<b>Judgement and decision making</b> <ul style="list-style-type: none"> <li>• Able to gather information and research adequately in order to resolve issues and understanding the implications of decisions made.</li> </ul>	Scenario

	<p><b>Influencing and negotiation</b></p> <ul style="list-style-type: none"> <li>• Able to use a range of styles and sound arguments to convince others, gaining others trust through professional approach, openness and integrity.</li> </ul>	Application form, interview and scenario
	<p><b>Working with others/Team work</b></p> <ul style="list-style-type: none"> <li>• Working in a co-operative, flexible and supportive way demonstrating respect for others opinions and views using initiative to get things done.</li> </ul>	Application form and interview
	<p><b>Achieving results and quality focus</b></p> <ul style="list-style-type: none"> <li>• Consistently working to achieve high standards of quality and supporting others to improve performance across the organisation.</li> </ul>	Application form
	<p><b>Planning and organising</b></p> <ul style="list-style-type: none"> <li>• Prioritising work in a realistic way to meet deadlines, managing several tasks at once and planning ahead including others in planning.</li> </ul>	Application form and interview
	<p><b>Financial and numeric awareness</b></p> <ul style="list-style-type: none"> <li>• Able to present and interpret statistical information to inform decision-making; manages expenditure within agreed budgets.</li> </ul>	Interview
	<p><b>Liaising and networking</b></p> <ul style="list-style-type: none"> <li>• Proactively build links with others both inside and outside the organisation to exchange information, keep up to date and develop new ideas. Keeping abreast of external factors and any changes that may impact on service delivery.</li> </ul>	Interview