

Person Specification

Job Title	FSD Advisor	Team	Fire Service Direct
Salary Grade	Grade 3	Directorate	Community Risk Management
Job Evaluation Reference No	A380		

	Qualifications & Training	Essential	Desirable	Assessment
	Good level of education in English & Mathematics.	✓		P D
	An E.C.D.L Certificate or equivalent.		✓	P D
	Experience	Essential	Desirable	Assessment
	Previous experience working in reception / call centre work.	✓		A & I
	Experience in dealing with phone calls.	✓		A & I
	Previous experience of dealing with enquiries from the general public.	✓		A & I
	Experience of using IT applications such as Microsoft Office.	✓		A & I
	Knowledge	Essential	Desirable	Assessment
	An understanding of Data Protection.	✓		A & I
	Skills	Essential	Desirable	Assessment
	Good interpersonal skills with the ability to communicate effectively verbally with a wide range of people in a clear and accurate manner.	✓		A & I
	Good persuasion skills.	✓		A & I
	Good customer service skills	✓		A & I
	Excellent telephone manner.	✓		A & I
	Ability to work to deadlines.	✓		A & I
	Ability to work independently.	✓		A & I
	Ability to work well within a team.	✓		A & I
	Highly motivated.	✓		A & I
	Accuracy and attention to detail.	✓		A & I
	Ability to use a keyboard with both precision and speed.	✓		A & I
	Good I.T. skills including the use of Microsoft Word, Excel and database packages.	✓		A & I

	Good literacy skills.	✓		A & I
	Work Related Circumstances	Essential	Desirable	Assessment
	Ability to work unsociable hours.	✓		A & I

Key to assessment methods: A – Application form AC - Assessment Centre I - Interview PD - Produce Documentation
P – Presentation T- Test MF&RS - MF&RS will process enhanced CRB application upon offer of conditional employment.

Date person specification prepared / revised: 1.3.17
Prepared / revised by: A.Smith

