**Person specification**

**Head of Employment**

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| **Criteria** | **Essential/Desirable** |
| **Person specification** |  |
| Able to manage a large team and their workload, and prioritise accordingly | Essential |
| Able to work under pressure and manage time well | Essential |
| Able to work under own initiative and as part of a team | Essential |
| Able to coach, mentor and train as required, as well as carry out performance management | Essential |
| Self-motivated with excellent organisational skills | Essential |
| Able to pay attention to detail | Essential |
| Demonstrates excellent client care with a professional and approachable manner to all | Essential |
| Demonstrates a modern approach to management and its process-driven, proactive, risk-based requirements | Essential |
| Has a flexible approach |  |
| **Experience** |  |
| Has worked at a strategic level in a fast moving environment | Essential |
| Experience of managing a team and driving client care and quality | Essential |
| **Technical skills and qualifications** |  |
| Qualified solicitor | Essential |
| Excellent client care standards | Essential |
| Competent use of Microsoft Word and Excel and Outlook, Proclaim or similar, updating panel websites | Essential |
| Good, clear management skills – both operationally and in terms of staff | Essential |
| Use of case management systems | Essential |
| Good verbal and written communication skills | Essential |

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| Good keyboard, IT, case management, internet and email skills | Essential |
| Demonstrable technical ability in employment law | Essential |
| Understanding and capability in running one-to-one, appraisal and performance management schemes | Essential |
| Use of case management systems | Essential |
| Strategic level working to design and deliver new and improved working practices | Essential |