**Person Specification**

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| Criteria | Essential/Desirable |
| Person specification |  |
| Able to prioritise workloads | Essential |
| Demonstrates excellent customer service | Essential |
| Able to work in a fast-paced environment and meet targets and deadlines | Essential |
| Able to work under own initiative and as part of a team | Essential |
| Able to understand technical issues and advise or seek assistance from colleagues if unsure | Essential |
| Able to analyse data, identify trends and collate relevant information for audit results into meaningful reports for senior management team | Essential |
| Understands the principles of audit work | Desirable |
| Able to interpret statistical information | Essential |
| Experience |  |
| Knowledge of personal injury law | Essential |
| Knowledge of employment law | Desirable |
| Knowledge of the SRA Code of Conduct  | Desirable |
| Legal experience within a law firm | Essential |
| Demonstrable experience of data analysis | Desirable |
| Experience of undertaking audits or file reviews | Essential |
| Technical skills and qualifications |  |
| Educated to degree level, preferably in Law, or equivalent relevant experience | Desirable |
| Able to write analytical reports | Essential |
| Effective analytical skills | Desirable |
| Excellent communication skills | Essential |
| Able to present complex information verbally and in writing | Essential |
| Proficient use of IT, including Microsoft Word and Excel | Essential |

**Quality Audit Officer**