**PERSON SPECIFICATION**

***Legal Advisor***

# Person specification

## Ability to prioritise workload

## Ability to work to deadlines

## Ability to work in a fast paced environment and meet targets/deadlines

## Ability to work on own initiative and as part of a team

## Demonstrate excellent customer service and communication skills

## Ability to demonstrate questioning and listening skills as well as research

## Excellent telephone manner

# Experience

## Experience of working in a call centre environment, or similar

## Experience of working in a customer care environment

## Experience of working in an in a legal environment would be an advantage

# Technical skills/QUALIFICATIONS

## Good standard of education essential.

## Good standard of spoken and written English required.

## Competent use of MS Word and Excel required.

## Competent use of Case Management Systems advantageous but not essential.

## Legal qualifications or experience in providing basic legal advice preferred.