**Person specification**

**Legal Advisor**

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| **Criteria** | **Essential/Desirable** |
| **Person specification** |  |
| Able to prioritise workload | Essential |
| Able to work to deadlines | Essential |
| Able to work in a fast-paced environment and meet targets | Essential |
| Able to comply with agreed process and best practice | Essential |
| Able to work on own initiative and as part of a team | Essential |
| Demonstrates excellent customer service and communication skills | Essential |
| Demonstrates questioning and listening skills as well as research  | Essential |
| Has an excellent telephone manner  | Essential |
| **Experience** |  |
| Working in a call centre environment, or similar  | Desirable |
| Working in a customer care environment  | Desirable |
| Working in a legal environment  | Desirable  |
| **Technical skills and qualifications** |  |
| Good standard of education | Essential |
| Good standard of spoken and written English | Essential |
| Competent use of Microsoft Word and Excel, and general computer skills | Essential |
| Legal qualifications or experience in providing basic legal advice | Essential |
| Competent use of case management systems  | Desirable |