



NATIONAL CUSTOMER PANEL

home

PERSON SPECIFICATION

A SUITABLE APPLICANT WILL HAVE TO DEMONSTRATE THE FOLLOWING CRITERIA:

| | Essential | Desirable |
|---|-----------|-----------|
| 1. Be enthusiastic | Y | |
| 2. Have time to commit to the role | Y | |
| 3. Be willing to learn | Y | |
| 4. Be willing to attend training events | Y | |
| 5. Be committed to service improvement for all residents and service users to enhance the customer experience | Y | |
| 6. An understanding of Equality and Diversity principles | Y | |
| 7. Ability to listen and give constructive criticism | Y | |
| 8. Be self motivated and able to motivate others | Y | |
| 9. Ability to work independently and as part of a team | Y | |
| 10. Professionalism | Y | |
| 11. An ability and willingness to adhere to confidentiality policies | Y | |
| 12. Good verbal and written communication skills | | Y |
| 13. Tact and diplomacy | Y | |
| 14. Ability to work with all colleagues and customers | Y | |
| 15. Ability to plan and work to deadlines | Y | |
| 16. A resident or service user of the landlord | | Y |
| 17. Ability to attend meetings at a variety of national locations | Y | |
| 18. Willing to travel which may include overnight accommodation (all reasonable expenses will be paid) | | Y |
| 19. Experience of working as part of a customer group or similar body | | Y |
| 20. Ability to see the big picture and not get bogged down in local issues | Y | |