



CALL MANAGEMENT AUDIT SCHEME

PERSON SPECIFICATION

Essential Criteria	Evidence
1 Applicants must be at least 18 years of age.	Application
2 Applicants must live or work in Cheshire.	Application
3 Resident in the UK for at least three years prior to date of application.	Application
4 Demonstrate an ability to complete forms accurately, clearly and concisely.	Application
5 Demonstrate excellent oral and written communication skills.	Application and Interview
6 Demonstrate sufficient time, flexibility and commitment to carry out the role of Call Management Auditor.	Interview
7 Work with fellow Call Management Auditors as part of a team to meet the requirements of the Call Management Audit Scheme.	Interview
8 To undertake an audit in accordance with the procedures outlined in the 'Memorandum of Understanding' and Call Management Audit 'Scheme Guidance'.	Application and Interview
9 Demonstrate respect for people from diverse communities and be able to communicate effectively with people from a variety of backgrounds in-line with equal opportunities.	Application and Interview
10 Demonstrate an independent, impartial and non-discriminatory view in relation to all parties involved in the Call Management Audit Scheme.	Interview
11 Be reliable and punctual.	Interview
12 Demonstrate excellent observational and listening skills.	Interview
13 Be able to maintain confidentiality.	Interview
14 Access to appropriate transport to undertake programmed audits.	Interview
Desirable Criteria	Evidence
15 Previous experience of undertaking call management audits.	Application and Interview