



**PERSON SPECIFICATION**

**JOB TITLE: Northern Directions MI & Claims Officer**

Factor	Criteria No	Criteria	Ranking	Criteria to be tested by...(tick as appropriate)						
			(Essential/ Desirable)	Application Form	Interview	Presentation	Practical Exercise	Work Simulated Test	Certificate	
	1	Good standard of education to GCSE equivalent, particularly in english and mathematics	E	X						X
	2	Demonstate experince of collating evidance for claims purpose, quilaity and compliance	E	X	X					
	3	Business Administration or finance management related qualification to NVQ Level II	D	X	X					X
<b>Experience</b>	1	Experience of collating and providing Management Information in a business environment which will include the implementation and monitoring of recording systems	E	X	X					
	2	Experience of managing a varied workload of administrative and financial tasks prioritising to meet target deadlines	E	X	X					
	3	Proven experience of managing finance systems	D	X	X					
	4	Experience of forming effective working relationships with external clients, partners, contractors and suppliers	E	X	X					
	5	Substantial experience of using software packages in particular Microsoft Word, Excel, PowerPoint	E	X	X					
	6	Experience of the effective use of the internet and e-mail.	E	X	X					
	7	Experience of planning and prioritising a busy workload to meet identified deadlines.	E	X	X					
<b>Knowledge</b>	1	A good understanding of general administration procedures	E	X	X					
	2	Use of a variety of general office equipment,	E	X	X					
	3	Understanding of office filing systems	E	X	X					

# GROUNDWORK

CHANGING PLACES  
CHANGING LIVES



**European Union**  
European  
Social Fund

**NORTH  
OF TYNE**  
~~~~~  
**COMBINED  
AUTHORITY**



|                                |   |                                                                                                                                                       |   |   |   |  |  |  |  |
|--------------------------------|---|-------------------------------------------------------------------------------------------------------------------------------------------------------|---|---|---|--|--|--|--|
|                                | 4 | Knowledge of operating in a claims environment                                                                                                        | D | X | X |  |  |  |  |
| <b>Personal Skills</b>         | 1 | Excellent organisational skills to enable the provision of an effective and efficient administration service.                                         | E | X | X |  |  |  |  |
|                                | 2 | Good communication skills (both written and verbal) to support the achievement of the organisation's objectives and to deal with people at all levels | E | X | X |  |  |  |  |
|                                | 3 | Ability to maintain confidentiality as required                                                                                                       | E | X | X |  |  |  |  |
|                                | 4 | Ability to work on own initiative, taking responsibility for task delivery to time and within budget, only referring matters upwards as necessary     | E | X | X |  |  |  |  |
|                                | 5 | Ability to identify process problems and recommend solutions.                                                                                         | E | X | X |  |  |  |  |
|                                | 6 | Ability to work accurately with an attention to detail                                                                                                | E | X | X |  |  |  |  |
|                                | 7 | Ability to work as part of a team                                                                                                                     | E | X | X |  |  |  |  |
|                                | 8 | Ability to achieve targets and deadlines whilst still maintaining quality                                                                             | E | X | X |  |  |  |  |
| <b>Additional Requirements</b> | 1 | Prepared to undertake occasional work out of hours                                                                                                    | E |   | X |  |  |  |  |
|                                | 2 | A commitment to Equal Opportunities and Diversity in all work practices                                                                               | E | X | X |  |  |  |  |
|                                | 3 | Full Driving Licence & use of a vehicle                                                                                                               | E | X |   |  |  |  |  |
|                                | 4 | An appreciation and commitment to Health and Safety issues in the workplace                                                                           | E | X | X |  |  |  |  |