



PERSON SPECIFICATION

Post:		
Assistant		
Department:		
Quality and Compliance		
Requirements	Essential	Desirable
Educational attainment	GCSE grade C in Maths and English RSA Level 2 typing, or equivalent	
Knowledge required	Working knowledge of using Windows, Microsoft office, Outlook and case management systems	Working knowledge of digital dictation systems
Experience required	Experience of working in a legal practice	Experience of working within a quality and compliance team. Knowledge/experience dealing with legal aid and the Legal Aid Agency

<p>Skills and aptitudes required</p>	<p>Excellent oral and written communication skills</p> <p>Excellent organisational skills</p> <p>Ability to relate to a wide range of clients and manage their expectations</p> <p>Good prioritisation and time management</p> <p>Ability to work calmly under pressure</p> <p>Good telephone manner</p> <p>Excellent client care skills</p>	
<p>Personal qualities required</p>	<p>Commitment to client care</p> <p>Willingness to work co-operatively in a team</p> <p>Demonstrates enthusiasm and commitment</p>	