

SCOTLAND EXCEL PERSON SPECIFICATION

POST: Senior Client Services Specialist

LOCATION: Renfrewshire House, Paisley

POST ID: tbc

FACTORS	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
EDUCATION/ QUALIFICATION	Educated to HND level or equivalent qualification	Degree level qualification	Application Form/ Interview
RELEVANT EXPERIENCE	<p>Experience of working within a client services or account management environment</p> <p>Experience of researching information and analysing data to develop and present recommendations to clients</p>	<p>Experience of delivering client or account management services to public sector organisations</p> <p>Experience of project planning and management</p> <p>Experience in the effective delivery of services to pre-agreed performance measures</p> <p>Experience of working within a procurement environment</p>	Application Form/ Interview
SPECIAL KNOWLEDGE & SKILLS	<p>Ability to initiate and maintain effective and productive working relationships with customers, colleagues and stakeholders</p> <p>Demonstrable commercial aptitude and ability to deliver results to agreed timescales in a demanding work environment</p> <p>Proven capability and effectiveness in planning and organising workload</p> <p>Experienced communicator with effective all-round presentation skills</p> <p>Well-developed data management and analysis skills</p>	<p>Understanding of current issues, legislation and influences within the procurement community or social housing</p> <p>Understanding of best practice procurement including sustainable procurement</p>	Application Form/ Interview

PERSONAL FEATURES/ QUALITIES	<p>Professional, highly organised, effective and self-motivating</p> <p>Goal and results orientated</p> <p>Flexible in approach, particularly in relation to work commitments and targets</p> <p>Willing to travel to customer premises and work away from the office as required</p> <p>Able to work effectively on own and also as part of a team</p> <p>Well-developed numeracy, literacy and analytical skills</p>		<p>Application Form/ Interview</p>
CUSTOMER SERVICE EXPERIENCE	<p>Experience of managing stakeholder relationships in the delivery of projects or goals</p> <p>Committed to the provision and ongoing development of excellent customer service</p>	<p>Experience of stakeholder management in a public sector setting</p>	<p>Application Form/ Interview</p>

Last updated February 2017