

Guide 2.3 (T): The Job Description – Template

Job Title	
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Job Role Purpose

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Key Responsibilities

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You may be asked to do tasks that are not on this list, but you will not be asked to do anything unreasonable. If this list of usual tasks needs to change, this will be discussed with you.

Person Specification

Professional Qualifications and Experience	Criteria	
Knowledge/Skills	Essential	Desirable
Demonstrate knowledge and experience of...	X	
Demonstrate a high level of numeracy and accuracy.	X	
Demonstrate good verbal and written communication skills.	X	
Demonstrate an ability to work effectively under pressure in order to meet deadlines.	X	
Demonstrate an ability to work both independently and in a team setting.	X	
Lead by example and demonstrate expected business standards, holding yourself and your team members accountable.	X	
Adopt a flexible and positive approach towards workload, advocating on behalf of the clients and...	X	
Qualifications		
Ideally working towards...or equivalent qualification.		X
Experience		

Previous experience in a...environment.		X
Excellent numeracy skills.	X	
Excellent prioritisation skills, with a high level of attention to detail.	X	
Strong customer interaction skills (by telephone, face-to-face and written).	X	
Strong analytical skills, able to break down a problem into its component parts and identify suitable solutions.	X	
Able to remain calm and objective under pressure.	X	