



Person Specification – Trainee Loan Officer

Quality	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • 6 'GCSEs or equivalent including Maths and English • 2 'A' levels or equivalent 	<ul style="list-style-type: none"> • Educated to degree level
Job Knowledge	<ul style="list-style-type: none"> • Sales experience • Understanding of small business finance • Basic Office Administration 	<ul style="list-style-type: none"> • Project Management
Experience	<ul style="list-style-type: none"> • Demonstrable experience of a customer service role • Use of Internet and ICT systems: - Word, Excel, Power point, e-mail. • Using databases 	<ul style="list-style-type: none"> • Office experience • Worked in a small team • Writing reports
Skills/abilities	<ul style="list-style-type: none"> • Highly organised, with an ability to work to deadlines, and to plan and prioritise short and long-term tasks effectively • Client centred customer focused • Statistical analysis • Good keyboard/word processing skills • Ability to use initiative • Positive approach towards problem solving • Ability to communicate effectively at all levels, be that with customers, senior business leaders or other departments of the business. 	
Personal Qualities	<ul style="list-style-type: none"> • Effective verbal and presentational skills • High standard of English & excellent communication skills • Good Team player • A good sense of humour, a proactive positive attitude along with enthusiasm and social conscience • Logical, methodical approach towards work 	<ul style="list-style-type: none"> • Ability to be self-sufficient and work alone

	<ul style="list-style-type: none">• Proactive in pursuit of work to its completion• A co-operator with a desire to make a difference in the local community where we live and work	
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