



## **SELECTION CRITERIA**

### **SENIOR CASE AND INFORMATION OFFICER – APS 6**

1. Experience in a relevant area, such as legal case management or records preparation or similar, which has required good attention to detail and working to deadlines.
2. Strong communication and interpersonal skills to deal with a diverse range of stakeholders, including colleagues at all levels, practitioners referred to PSR (including their legal and professional indemnity advisers), and PSR panel members.
3. Ability to prioritise and delegate tasks effectively to team members, to work collaboratively and to recognise and support individuals' different working styles.
4. Ability to analyse business processes to identify potential improvements and to support such changes with training and documented procedures.
5. Capacity to handle and maintain confidentiality in relation to sensitive information.