



Mystery Shopper 'Person & Competencies' Specification

Competencies:

1. Need an understanding of disability access issues;
2. Need an understanding of BS 8300, BS 9999, Part M of the Building Regulations, PAS 78 and "The Sign Design" specifications issued by the RNIB;
3. Be able to read and write English competently;
4. Be able to write reports;
5. Have good English speaking skills;
6. Be able to travel;
7. Need to be flexible;
8. Need to be computer literate, including word processing skills;
9. Need an understanding of Customer Service issues;
10. Any experience of carrying out assessments or inspections would be an advantage;
11. Training will be provided where necessary;
12. Previous Mystery Shopping experience an advantage;

Person:

1. Need to be of a disposition where they are not easily upset and can be calm in difficult situations;
2. Will not get easily upset;
3. Need to be professional at all times;
4. Need to be unflappable;
5. Must be able to get on with people from many different backgrounds;
6. Must not be easily influenced;
7. Must have a practical and "reasonable" approach to issues;
8. Need to be self-employed with responsibility for their own tax and national insurance payments, working on an 'as and when' basis. (See [Terms and Conditions](#) on website);
9. The offer is for a contract for services and not a contract of employment;
10. Be able to manage the work provided effectively;