



Person specification			
Post title	Customer Services Assistant	Grade	D
Service Area	Customer Services	Section/team	Contact Centre

Shortlisting Number	Criteria	Essential\Desirable	Method of assessment
Skills, knowledge, experience			
S1	At least one years' experience working in a customer services environment	Essential	A
S2	Strong time management skills (organisation, prioritisation, multitasking)	Essential	A,I
S3	Ability to work flexibly and adapt positively to change	Essential	A,I
S4	Ability to build good working relationships with colleagues, customers and key clients	Essential	A,I
S5	Ability to demonstrate energy and enthusiasm for dealing with customers	Essential	A,I
S6	Proficiency with use of computers (desktop, laptop, tablet)	Essential	A
S7	Proficiency with MS Office 365 (i.e, Outlook, Word)	Essential	A
S8	Ability to work unsupervised	Essential	A, I

January 2021





S9	Demonstrate a commitment to working as part of a team in a flexible responsive manner	Essential	A, I
Personal attributes and circumstances			
P1	Integrity - ability to be open and honest, to maintain high standards of personal behaviour and display strong moral principles	Essential	A
P2	Accountability - willingness to take personal responsibility for your actions and decisions, and to understand the consequences of your behaviour	Essential	A
P3	A demonstrable willingness to share information and work with other people.	Essential	A
P4	Respect - a strong desire to treat people with care and dignity, observing the rights of other people, and helping and supporting others where you can	Essential	A
Communication			
C1	Good verbal and written communication skills combined with a professional telephone manner	Essential	A, I
C2	A demonstrable willingness to share information and work with other people, including the ability to listen, communicate with and understand others, taking account of other people's points of view.	Essential	A, I
Qualifications			
Q1	Evidence of Customer Services Training	Essential	A/C
Q2	Have undertaken or be prepared to undertake Equality and Diversity Training	Essential	A/C
Health and safety			
H1	Ability to use equipment as instructed and trained	Essential	A
H2	Ability to inform management of any health and safety issues which could	Essential	A

January 2021





	place individuals in danger		
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A = Application form **C** = Certificate **E** = Exercise **I** = Interview **P** = Presentation **AC** = Assessment Centre **T** = Test

Date	Approved by authorised manager	Designation
19.7.21	Lee Morgan	Customer Contact Manager

Where the post involves working with children, in addition to a candidate's ability to perform the duties of the post, the interview will also explore issues relating to safeguarding and promoting the welfare of children, including:

- Motivation to work with children and young people
- Ability to form and maintain appropriate relationships and personal boundaries with children and young people
- Emotional resilience in working with challenging behaviours
- Attitudes to use of authority and maintaining discipline

We have a positive attitude to the employment of disabled people and guarantee an interview to those who meet **all** the necessary criteria of the person specification.

January 2021

