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| **SEFTON COUNCIL –** **PERSON SPECIFICATION** | Please read the guidance notes before completing your application form. Please demonstrate, with examples, how you meet the criteria for the post, as set out below. |

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| **Job Title:** | Customer services officer | **Post Number:** | 009813 |

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| **Criteria** | **Essential** | **Desirable** | **Assessment Method** |
| **Qualifications** |  | NVQ Level 2 Business Administration.NVQ Level 2 Customer Services. | CC |
| **Experience** | Experience of working with Microsoft Office products.Experience of manual and computerised filing systems.Experience of using computerised databases.Experience of using fax machines, photocopier and other office equipment.Experience of working in a customer service environment. | Experience of working in a Social Care or NHS environment. | A/IA/IA/IA/IA/I |
| **Demonstrable skills, knowledge and aptitudes** | Ability to work with a wide range of people in a sensitive and helpful manner.Ability to disseminate information and documentation.Ability to follow set procedures and guidelines accurately.Excellent communication skills both written and verbal.Ability to work as part of a team and on own initiative.Methodical approach to tasks.Good attention to detail.Ability to work to short timescales.Prioritise own workload. | Knowledge of basic stock control.Practical knowledge of equipment, aids and appliances for use by chronically sick and disabled people. | A/IA/IA/IA/IA/IA/IA/IA/IA/I |
| **Special requirements** | A Flexible and adaptable approach to work.An understanding and commitment to equality and diversity. |  | A/IA/I |
| **Other** | Must be legally entitled to work in theUK.The Council operates a no smoking policy. Employees are not allowed to smoke in the workplace or to take smoking breaks during work time. |  |  |