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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. | C  C |
| **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/I  A/I  A/I  A/I  A/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/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I |
| **Special requirements** | A Flexible and adaptable approach to work.  An understanding and commitment to equality and diversity. |  | A/I  A/I |
| **Other** | Must be legally entitled to work in the  UK.  The Council operates a no smoking policy. Employees are not allowed to smoke in the workplace or to take smoking breaks during work time. |  |  |