



Person Specification			
<b>Post title</b>	Customer Services Advisor - KAT	<b>Grade / Salary</b>	Grade F SCP 12-17 / £26,421 - £28,770

To be successful in this role you will need to demonstrate how you meet the criteria below at application & interview stage.

Shortlisting Number	Criteria	Method of assessment
<b>Skills, knowledge, experience</b>		
S1	Demonstrate knowledge and understanding of at least one health and wellbeing service area supported by the Front Door Team	CV/SS, I
S2	Ability to provide information and advice about support services in Knowsley and partner agencies	CV/SS, I
S3	Demonstrate knowledge, experience and skills in customer care.	CV/SS, I
S4	Demonstrate the ability to determine priority of call and escalate appropriately to service areas/team.	CV/SS, I
S5	The ability to comply with legislative and statutory requirements et. In relation to the Care Act and safeguarding adults	CV/SS, I
S6	Experience of coping or dealing with difficult situations within the limits of the role.	CV/SS, I
S7	Demonstrate ability to undertake simple non complex assessments over the telephone and early screening and identification of needs.	CV/SS, I
S8	The ability to develop and maintain good working relationships with colleagues, service users and carers.	CV/SS, I
S9	Knowledge and experience in using service user database (eg LAS) and other microsoft applications (eg outlook, sharepoint)	CV/SS, I
S10	Possess an understanding and commitment to the pursuit of equal opportunities for service users/carers and within the organisation	CV/SS, I
<b>Personal attributes and circumstances</b>		
P1	You must adhere to the “Knowsley Better Together” staff qualities; Integrity, Accountability, Communication and Respect	I

June 2024





Communication		
C1	Ability to read, write, understand and converse using the English Language	CV/SS, I
Qualifications		
Q1	You should be educated to GCSE level, equivalent, or NVQ in customer care level 2.	CV/SS / A / I / C

**CV/SS** = Curriculum Vitae/Supporting Statement **A** = Application Form **C** = Certificate **E** = Exercise **I** = Interview  
**P** = Presentation **AC** = Assessment Centre **T** = Test

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.

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