

## PERSON SPECIFICATION

### Customer Service Advisor

Essential	Desirable	Assess by
<b>Knowledge and Qualifications</b>		
<p>G.C.S.E in Mathematics, English Language and Computer Skills grades 4-9 or A-C or equivalent.</p> <p>Knowledge and understanding of effective customer care.</p> <p>DBS- Basic check required</p>	<p>NVQ 3 in Customer Services.</p> <p>Level 1 Safeguarding.</p>	<p>Application/Interview</p>
<b>Experience</b>		
<p>Experience of delivery high quality customer service to internal and external customers.</p> <p>Experience of working on own initiative and as part of a team.</p> <p>IT literate and experience of Microsoft Officer packages</p> <p>Experience of dealing with a variety of customer enquires through various access channels (contact Centre, face to face, email and correspondence)</p>	<p>Bespoke IT packages.</p>	<p>Application/Interview</p>

<b>Skills and competencies</b>		
<p>Excellent communications skills (face to face and via the phone) and able to build effective working relationships with the internal and external customers.</p> <p>Able to work in collaboration with internal/external services to meet the needs of customers</p> <p>Flexible approach to working hours to cover peak demands in the service.</p> <p>To have a positive attitude at work and create a positive atmosphere.</p>		Application/Interview
<b>Physical, mental and emotional demands</b>		
<p>The ability to work independently and within customer services operating hours.</p>		Application/Interview

All applicants with a disability who meet the minimum requirements for the role will be given an interview and will be considered on their abilities.