



PERSON SPECIFICATION

POST	CUSTOMER SUPPORT OFFICER		DEPT.	RECRUITMENT & RELATIONS
GRADE	SCALE 3		REF No	055-19

EDUCATION / TRAINING	CRITERIA ESSENTIAL (E) DESIRABLE (D)	MEASURED BY INTERVIEW (I) APPLICATION (AF) TASK (T) PRESENTATION (P)
GCSE Maths, English minimum A-C/4	E	AF/I
NVQ2 or equivalent in Customer Service or Advice & Guidance or a willingness to work towards.	E	AF/I
ECDL or equivalent	D	AF/I
RELEVANT EXPERIENCE		
Experience of working in an office environment and carrying out a range of administrative tasks.	E	AF/I
Experience of working on a busy reception desk and/or in a call centre type environment	E	AF/I
A second language including British Sign Language	D	AF/I
RELEVANT KNOWLEDGE/ SKILLS & APTITUDES		
Ability to multi-task under pressure.	E	AF/I
Ability to maintain appropriate administrative systems.	E	AF/I
Ability to establish and maintain good relationships with a range of people i.e.: students, staff, parents, Governors and visitors.	E	AF/I
Excellent communication skills.	E	AF/I/T
Ability and desire to work well as part of a team.	E	AF/I
Ability to manage and prioritise own workloads and to help support others in their work.	E	AF/I
Excellent IT skills including advanced experience of Word, Excel, e-mail, data inputting, mail merge, internet searches.	E	AF/I/T
Experience of handling money including taking card payments	D	AF/I

