

PERSON SPECIFICATION

Customer Service Apprentice Level 2

Essential	Desirable	Assess by
Knowledge and Qualifications		
GCSE Maths and English grade 4-9(A*-C) or an equivalent qualification Demonstrate a willingness to learn and undertake and complete a course of study in customer service to achieve the apprenticeship qualification (NVQ Level 2 Customers Services).	An awareness of the service the Council undertakes.	Application/Interview
Experience		
Experience of Microsoft Office packages (Word, Excel and Outlook)	.	Application/Interview
Skills and competencies		
Able to complete work accurately and to a high standard. Able to work independently and as part of a team. Good organisational and communication skills. Reliable, trustworthy and able to work confidentiality.		Application/Interview

To have a positive attitude at work and help create a positive atmosphere.		
Physical, mental and emotional demands		
Willingness to learn and develop new skills.		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.