

Person Specification

Core Competencies	Description	Essential / Desirable to the Role
Employment Experience	Previous experience in a customer service related role.	Desirable.
Knowledge and Understanding	Basic knowledge of customer service techniques.	Essential.
Job Specific Skills	Competent to use Microsoft Office packages (e.g. Outlook, Word, Excel). A high standard of literacy and numeracy. Full UK driving licence.	All Essential.
Personal Qualities	Strong communication and interpersonal skills with the ability to empathise with customers. Organisational skills, attention to detail and ability to multitask. Demonstrate cultural awareness and respect for diversity.	All Essential.