St Augustine's Catholic Primary School

Part of the Holy Cross Catholic Multi Academy Company

Person Specification
Customer Service Apprentice
Start Date: September 2021

Knowledge:	• Basic knowledge of Customer Service. • Basic digital and ICT skills. • Basic knowledge of equal opportunities in the workplace.
Skills and Abilities:	• Keyboard skills and the ability to undertake training in word processing. • Communication skills in order to take information from people and give out information on the telephone and face to face. • Ability to work accurately to follow procedures • Able to work to prioritise and meet deadlines. • Ability to maintain confidentiality of information.
Experience:	• Previous evidence of developing transferable skills, through work experience or involvement in an extra-curricular activity would be an advantage but not essential.
Educational:	• Maths and English GCSE 4/C or above (or equivalent) • Ability to complete Customer Service Level 2 Apprenticeship Standard
Special Requirements:	• A willingness to undertake further training.

Date Reviewed: June 2021