

Person Specification Customer and Culture Assistant



The following criteria (experience, skills and qualifications) will be used to shortlist at the application stage:

Essential

- Experience of effectively operating a range of IT systems.
- Ability to manage own workloads and tasks in order to meet operational requirements.*
- Able to deal with customers in a courteous, efficient and prompt manner*
- Able to communicate clearly and effectively.*
- Good listening skills
- Evidence of effective customer service skills and successfully managing difficult customers*
- Evidence of working effectively as part of a team*
- Experience of cash handling
- Good numeracy and literacy
- Demonstrate a positive attitude towards change*

Part B

The following criteria will be explored at the interview stage

- The * criteria in part A
- Commitment to equalities and anti-discrimination practice in employment and service delivery

Additional requirements

- Able to work weekends and evenings as required.