



Knowledge & Qualifications

Essential:

Knowledge

- Administrative Procedures
- Customer service
- Microsoft Office packages

Experience

- Working in a cold calling environment
- Meeting challenging targets
- Customer care
- Using effective written and oral communication skills
- The ability to be flexible and work as part of a team

Qualifications

- 3 GCSE's at minimum grade C (Grade 4) or equivalent including Maths and English

Desirable:

Knowledge

- Learning and Skills sector

Experience

- Local Government administration methods
- Database management
- Applying administrative procedures in a wide range of settings

Qualifications

- NVQ 3 in Customer Service
- Level 2 in IAG



Competencies

Customer Focus	Puts the customer first and provides excellent service to both internal and external customers
Communication	Uses appropriate methods to express information in a clear and concise way to make sure people understand
Team Working	Works with others to achieve results and develop good working relationships
Making things happen	Takes responsibility for personal organisation and achieving results
Flexibility	Adapts to change and works effectively in a variety of situations
Learning and Development	Actively improves by developing and applying new skills and knowledge and learns from past experiences