

	<p>multi-task environment with frequent interruptions.</p> <ul style="list-style-type: none"> • Ability to assess customers' needs and wants by appropriate questioning and probing, including where sensitive issues are involved. • Ability to learn and apply new rules and processes quickly. • Ability to explain complex rules and regulations simply and in non-technical terms. • Positive approach in working with the public, other team members and colleagues within the local authority. • Ability to relate to and handle customers who may be angry or distressed. • Excellent communication skills including verbal and written. • Ability to make decisions based on information received. • Awareness of equality and diversity requirements and considerations. <p>Adaptable to a changing environment embracing new opportunities and developments.</p>	
<p>Qualifications and Training</p>	<p>A minimum of 4 GCSE subjects at grade 4 and above including English Language, or equivalent level of knowledge gained by other means.</p> <p>Possess or be actively studying for a suitable qualification – NVQ2 or equivalent – relevant to customer services.</p> <p>Continuous development Customer Services training.</p> <p>ECDL or equivalent IT qualification.</p>	<p>Show proof of course / qualifications</p>
<p>Other Factors <i>Eg. ability to work shifts, physical requirements (with adaptations where appropriate), ability to drive or to travel around the county</i></p>	<p>Commitment to council's ethos of equality and inclusion.</p> <p>Self-motivated, enthusiastic, approachable and helpful.</p> <p>Committed to the highest levels of customer care and service delivery.</p> <p>Ability to use own initiative by agreement.</p> <p>Ability to travel to different locations in the county with flexible hours including evenings and weekends.</p> <p>To be flexible and able to adapt to changing working requirements which could include lone working, coach colleagues and</p>	<p>Application / Interview</p>

	undertake work shadowing /relief cover. Commitment to council's ethos of equality and inclusion	
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*Method of Assessment: AF = Application Form; I = Interview; P= Presentation

Line Manager Name:	Date:
Date person spec last reviewed:	September, 2020