# **PERSON SPECIFICATION: Customer Service Apprentice POST REFERENCE: CSApp**

**HARTLEPOOL BOROUGH COUNCIL IS COMMITTED TO SAFEGUARDING AND PROMOTING THE WELFARE OF CHILDREN, YOUNG PEOPLE AND VULNERABLE ADULTS. IF THIS POST IS SUBJECT TO SAFER RECRUITMENT MEASURES THEN A DISCLOSURE AND BARRING SERVICE (DBS) CHECK WILL BE REQUIRED.**

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| REQUIREMENTS | ESSENTIAL CRITERIAPlease indicate in brackets after each criteria how this will be verified i.e. (F), (I), (T), (R)  | DESIRABLE CRITERIAPlease indicate in brackets after each criteria how this will be verified i.e. (F), (I), (T), (R) |
| * **Educational/vocational/ occupational qualifications and/or training**
* **Specific qualifications (or equivalents)**
 | 4 GCSEs (or equivalent) at Grade 4 or above in English and Maths. Commitment to train for NVQ qualifications or equivalent. | GCSE (or equivalent) at Grade 4 in ICT.  |
| * **Work or other relevant experience**
 | Interest in progressing a career in providing services to the public.  | Evidence of previous work experience, paid or voluntary. Awareness of what services Hartlepool Council provides.  |
| **ESSENTIAL/DESIRABLE CRITERIA WILL BE VERIFIED BY: F = FORM I = INTERVIEW T = TEST(S) R = REFERENCE(S)** |
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| * **Skills, abilities, knowledge and competencies**
 | Basic numeracy skills Basic written skills Ability to communicate clearly face to face and on the telephone to a variety of people Ability to input text and figures into a computer accurately Ability to use email and electronic messagingAbility to follow instructions | Demonstrate awareness of health and safety importance. Demonstrate planning and organisational skills   |
| * + **General competencies**
 | Able to demonstrate an interest in tasks appropriate to administration. Ability to work as a member of a team Good time-keeping / punctuality / reliability  |  |
|  **ESSENTIAL / DESIRABLE CRITERIA WILL BE VERIFIED BY: F = FORM I = INTERVIEW T = TEST(S) R = REFERENCE(S)** |

Please note all appointments within Hartlepool Borough Council are subject to a declaration of medical fitness by the Council’s Occupational Health Service (having made reasonable adjustments in line with the Equality Act (2010) where necessary.