# **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.**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| REQUIREMENTS | | ESSENTIAL CRITERIA Please indicate in brackets after each criteria how this will be verified i.e. (F), (I), (T), (R) | | DESIRABLE CRITERIA Please 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)** | | | | | |
| REQUIREMENTS | ESSENTIAL CRITERIA Please indicate in brackets after each criteria how this will be verified i.e. (F), (I), (T), (R) | | DESIRABLE CRITERIA Please indicate in brackets after each criteria how this will be verified i.e. (F), (I), (T), (R) | | |
| * **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 messaging  Ability 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.