

PERSON SPECIFICATION

Customer Services Adviser – Contact Centre

All the criteria below, both essential and desirable, will be assessed via your application form; further methods will be used to support this in the interview/selection stage should your application progress. Please refer to this document and the job description when completing your application, giving examples. A re-wording of the criteria listed will not guarantee an interview.

Method of Assessment: S - Scenario, I - Interview, P - Portfolio, T - Test, D – Documents

Qualifications and training

Essential:

- Minimum 5 GCSE's or appropriate level of work experience
- Personal commitment to continuous self-development and service training
- Willingness to undertake any appropriate training relevant to the post

Desirable:

- Recognised customer service qualification

Experience and knowledge

Essential:

- Experience of delivering an excellent standard of customer service
- Experience of working in a multi-channel customer service environment
- Proven commitment to providing excellent customer service and appropriate responsiveness and flexibility to the needs of the customer/stakeholder

Desirable:

- Experience of working in a Local Authority
- Experience of dealing with customers in a frontline multi-channel delivery service.



Specialist skills and abilities

Essential:

- Experience of handling challenging situations/problems positively and politely

Desirable:

- An understanding of the departments and the services delivered by a Local Authority

Personal skills and attributes

Essential:

- Excellent communication skills and the ability to demonstrate these during difficult conversations
- Ability to work flexibly across a range of work areas and to tight deadlines
- Willing to develop the appropriate information skills necessary to meet the needs of the post
- Willing to work co-operatively with others
- A commitment to partnership working that recognises and respects the needs of others to provide consistently the agreed standard of service to their customers
- Able to work independently as required
- Need to display appropriate behaviour at all times and be mindful of representing the Council
- Demonstrate a flexible attitude to duties

Desirable:

- Ability to demonstrate initiative and innovation in approach to service provision
- Able to use electronic and online programs to provide help, support and information to customers
- Able to navigate the Shropshire Council website quickly and effectively

Fluency Duty

Essential – Communication (Fluency Duty)

This role is subject to the Fluency Duty under the Immigration Act 2016. The postholder will be required to demonstrate an appropriate level of spoken English where this is a regular and intrinsic part of the role. *This criteria applies in accordance with the statutory [Fluency Duty for public facing roles](#)*



Special working conditions

Method of Assessment

Essential:

- Need to work to agreed rotas, and have a flexible approach to patterns of working, duties and locations. Willing to work alone as required.
- The post holder must have access to suitable means of transport as required for official duties
- During a Pandemic, Epidemic or Major Incident or Emergency you may be asked to work from home or other location and on occasion to undertake duties that are not stated in your Job Description or Person Specification where there is a skill, competency, and experience match

Desirable:

- A full current driving licence

