

**Person specification for the role of Customer Service Practitioner**

Essential	Desirable
Up-to-date, relevant, and broad experience of working in the following industry area, including current knowledge of working practices, legislation and policy within customer service industry.	Experience of preparing for and communicating to a target audience
Understanding of the customer service sector and of the role covered by the apprenticeship.	
Current occupational competence of 2 years or more.	
Hold or be working towards a qualification to undertake assessment and verification activity (I.E PGCE, Cert ED, or Assessor/Verifier qualifications) and/or have significant knowledge and expertise in providing consistent and appropriate judgements of a candidate's skills and ability.	
Relevant and up to date CPD record	
<p><b>Essential knowledge &amp; skills:</b></p> <ul style="list-style-type: none"> <li>➤ An understanding of apprenticeship standards, with specific knowledge about the relevant industry area for the role.</li> <li>➤ Experience of producing clear, accurate and concise written reports, including remarks/enquiries about results.</li> <li>➤ Proficient IT skills.</li> <li>➤ Analytical, critical thinking skills.</li> <li>➤ Excellent interpersonal skills.</li> <li>➤ Excellent written and verbal communication skills with substantive experience of providing supportive, concise feedback to both learners, Assessors and delivery staff.</li> <li>➤ Organisational skills and the ability to prioritise effectively.</li> <li>➤ Ability to work independently.</li> </ul>	
Flexibility to travel across UK.	
Driving License.	