Person specification for the role of Customer Service Specialist

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.	
Essential knowledge and skills: ➢ An understanding of apprenticeship standards, with specific knowledge about the relevant industry area for the role. ➢ Experience of producing clear, accurate and concise written reports, including remarks/enquiries about results. ➢ Proficient IT skills. ➢ Analytical, critical thinking skills. ➢ Excellent interpersonal skills. ➢ Excellent written and verbal communication skills with substantive experience of providing supportive, concise feedback to both learners, Assessors and delivery staff. ➢ Organisational skills and the ability to prioritise effectively. ➢ Ability to work independently.	
Flexibility to travel across UK	
Driving License	