

# PERSON SPECIFICATION



**South  
Cambridgeshire  
District Council**

**Post: title: Customer Services Apprentice (Revenues and Benefits)  
Person Specification last review date: 19/09/2018**

Criteria	Attributes	Essential (E) Or Desirable (D)	Method of Measurement A - Application Form, I - Interview
Education/ Qualifications	A good level of general education, including GCSEs, or equivalent, in English and Maths (at grade C or above).	E	A
Experience/ Knowledge	Experience of using Microsoft office including word, excel and outlook.	D	A
Skills and Abilities	Good Communication Skills - verbal and written	E	A,I
	Demonstrate potential to organise, prioritise and manage own workload with minimum supervision and to tight deadlines.	E	A,I
	Ability to learn to new IT systems.	E	A, I,
	Good attention to detail.	E	A, I
	Ability to interact and work well with other members of staff and as part of a team.	E	A, I,
	Ability to work to tight deadlines under pressure	E	A, I
Personal Qualities/ Aptitude	Ability to use initiative	E	I
	Self Motivated	E	I
	A positive flexible and proactive approach to work	E	I
	A helpful and constructive attitude	E	I
	A patient and courteous manner when dealing with customers	E	I
	Reliability	E	I
	Willingness and ability to work flexible hours in response to business needs	E	I
	Ability to maintain confidentiality when dealing with sensitive personal information	E	I

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