

# Person Specification



South  
Cambridgeshire  
District Council

## Post: : Revenues and Benefits Customer Services Apprentice

### Values:

Our values framework sets out the behaviours that are important and that we expect everyone to demonstrate at work, regardless of grade and position.

The framework will set out our expectations about:

- how we do things
- how we treat others
- what we say and how we say it
- how we expect to be treated

### We value:

- Connecting people, places, partnerships and working together
- Integrity and honesty to ensure that we are open and accountable
- Dynamic approach to the delivery of services with drive and energy
- Innovative people who like doing things differently and better

### Personal Qualities/Aptitudes/ Behaviours

- Ability to use initiative - Essential attribute, measured via application form and at Interview
- Self Motivated - Essential attribute, measured via application form and at Interview
- A positive flexible and proactive approach to work - Essential attribute, measured via application form and at Interview
- A helpful and constructive attitude - Essential attribute, measured via application form and at Interview
- A patient and courteous manner when dealing with customers - Essential attribute, measured via application form and at Interview
- Reliability - Essential attribute, measured via application form and at Interview
- Willingness and ability to work flexible hours in response to business needs - Essential attribute, measured via application form and at Interview

- Ability to maintain confidentiality when dealing with sensitive personal information - Essential attribute, measured via application form and at Interview

#### Education/Qualifications

- A good level of general education, including GCSEs, or equivalent, in English and Maths (at grade C or above) - Desirable attribute, measured via application form / CV

#### Experience/Knowledge

- Experience of using Microsoft office including word, excel and outlook – Desirable attribute, measured via application form / CV

#### Skills and Abilities

- Good Communication Skills - verbal and written - Essential attribute, measured via application form and at Interview
- Demonstrate potential to organise, prioritise and manage own workload with minimum supervision and to tight deadlines - Essential attribute, measured via application form and at Interview
- Ability to learn to new IT systems - Essential attribute, measured via application form and at Interview
- Good attention to detail - Essential attribute, measured via application form and at Interview
- Ability to interact and work well with other members of staff and as part of a team - Essential attribute, measured via application form and at Interview
- Ability to work to tight deadlines under pressure - Essential attribute, measured via application form and at Interview

#### Miscellaneous /Other Working Requirements

- Normal office requirements