



# St Augustine's Catholic Primary School

Part of the Holy Cross Catholic Multi Academy Company

## Person Specification Customer Service Apprentice Start Date: September 2021

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- Knowledge:**
- Basic knowledge of Customer Service.
  - Basic digital and ICT skills.
  - Basic knowledge of equal opportunities in the workplace.
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- Skills and Abilities:**
- Keyboard skills and the ability to undertake training in word processing.
  - Communication skills in order to take information from people and give out information on the telephone and face to face.
  - Ability to work accurately to follow procedures
  - Able to work to prioritise and meet deadlines.
  - Ability to maintain confidentiality of information.
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- Experience:**
- Previous evidence of developing transferable skills, through work experience or involvement in an extra-curricular activity would be an advantage but not essential.
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- Educational:**
- Maths and English GCSE 4/C or above (or equivalent)
  - Ability to complete Customer Service Level 2 Apprenticeship Standard
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- Special Requirements:**
- A willingness to undertake further training.
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**Date Reviewed: June 2021**

