



PERSON SPECIFICATION

Graduate Customer Service Advisor

Assessment Key: A = Application, T = Test, I - Interview

	Desirable/ Essential	Method of Assessment Application Form /Interview/Test
emh What Matters Behaviours		
Listen to Learn – actively listen to understand others' experiences, views and needs before responding.	E	A/T/I
Acknowledge with Respect – recognise others' views, experiences and contributions, treating people with dignity and fairness.	E	A/T/I
Resolve with Care – take ownership and work collaboratively to find positive solutions for customers and colleagues.	E	A/T/I
Act with Consideration – consider the impact of your actions and communicate thoughtfully, professionally and with care.	E	A/T/I
How We Show Up – demonstrate a positive, friendly, calm and polite approach in all interactions.	E	A/T/I
Qualifications		
Educated to degree level or equivalent relevant experience	E	A/T/I
Experience		
Practical experience of dealing with people	E	A/T/I
Participating in a team environment	D	A/T/I
Skills/Competencies		
Ability to communicate clearly & concisely both verbally & in writing	E	A/T/I
Ability to listen & interpret information effectively	E	A/T/I
Administrative skills	E	A/T/I
IT & Keyboard skills	E	A/T/I
Word processing - use of databases & spreadsheets	D	A/T/I
Ability to speak a community language	D	A/T/I
Personal Attributes		
Commitment to equal opportunities	E	A/T/I
Positive Attitude	E	A/T/I
Polite and approachable persona	E	A/T/I
Flexible approach to work	E	A/T/I
Able to deal with stressful situations using tact & diplomacy	E	A/T/I
Reliable and conscientious	E	A/T/I
Ability to learn new skills	E	A/T/I

