



Person specification			
Post title	Customer Services Advisor [KAT]	Grade	F
Service Area	Adult Social Care	Section/team	First Response Team

Shortlisting Number	Criteria	Essential\Desirable	Method of assessment
Skills, knowledge, experience			
S1	Demonstrate knowledge and understanding of at least one health and wellbeing service area supported by the First Response Team	D	AI
S2	Ability to provide information and advice about support services in Knowsley and partner agencies.	D	A I
S3	Demonstrate knowledge, experience and skills in customer care.	E	A I
S4	Demonstrate the ability to determine priority of call and escalate appropriately to service areas/team.	D	A I
S5	The ability to comply with legislative and statutory requirements et. In relation to the Care Act and safeguarding adults.	D	A I
S6	Experience of coping or dealing with difficult situations within the limits of the role.	E	A I
S7	Demonstrate ability to undertake simple non complex assessments over the telephone and early screening and identification of needs.	D	A I
S8	The ability to develop and maintain good working relationships with colleagues, service users and carers.	E	AI
S9	Knowledge and experience in using service user database (eg LAS) and other microsoft applications (eg outlook, sharepoint)	E	AI
S9	Possess an understanding and commitment to the pursuit of equal opportunities for service users/carers and within the organisation.	E	A

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Personal attributes and circumstances			
P1	Integrity - ability to be open and honest, to maintain high standards of personal behaviour and display strong moral principles	E	A
P2	Accountability - willingness to take personal responsibility for your actions and decisions, and to understand the consequences of your behaviour	E	A
P3	A demonstrable willingness to share information and work with other people.	E	A
P4	Respect - a strong desire to treat people with care and dignity, observing the rights of other people, and helping and supporting others where you can	E	A
Qualifications			
Q1	Educated to GCSE level, equivalent, or NVQ in customer care level 2.	E	A
Health and safety			
H1	Ability to use equipment as instructed and trained	E	AI
H2	Ability to inform management of any health and safety issues which could place individuals in danger	E	A

A = Application form **C** = Certificate **E** = Exercise **I** = Interview **P** = Presentation **AC** = Assessment Centre **T** = Test

Date	Approved by authorised manager	Designation

Where the post involves working with children, in addition to a candidate's ability to perform the duties of the post, the interview will also explore issues relating to safeguarding and promoting the welfare of children, including:

- Motivation to work with children and young people
- Ability to form and maintain appropriate relationships and personal boundaries with children and young people
- Emotional resilience in working with challenging behaviours
- Attitudes to use of authority and maintaining discipline

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Knowsley Council

We have a positive attitude to the employment of disabled people and guarantee an interview to those who meet **all** the necessary criteria of the person specification.

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