

## Facilities / Customer Services Apprentice (FCSA)

### Person Specification

#### Quadrant House/ Sutton

The person specification shows the abilities and skills you will need to carry out the duties in the job description. Short listing is carried out on the basis of how well you meet the requirements of the person specification. **You should mention any experience you have had which shows how you could meet these requirements when you fill in your application form.** If you are selected for interview you may be asked to undertake practical tests to cover the skills and abilities shown below.

#### Qualifications/Experience

#### Priority

- Must have A\*-E GCSE grades in English and maths or functional/key skills level 2 and above.
- Experience of working within a team (school, college, work placement, club, sports team).
- Experience of using Microsoft office.

#### Ability, skills and knowledge

- Willingness to learn and undertake a range of office tasks including the use of office equipment such as digital telephone systems.
- Ability to work with a range of staff in a school and college environment.
- Ability to communicate appropriately and effectively with staff, students and members of the general public.
- Ability to communicate appropriately with students who have a range of learning difficulties and disabilities, and a willingness to work within an environment where students may communicate through challenging behaviour.
- Able to demonstrate the commitment to achieving high level skills in customer service, and a sensitive approach in dealing with a wide variety of people.
- Able to maintain accurate, legible and up to date records.
- Able to work within a team
- Able to prioritise and organise own workload
- Able to demonstrate appropriate levels of accuracy and attention to detail.
- Able to work on own initiative, sometimes working under pressure and to tight timescales.
- Able to adhere to the College's Equality and Diversity, Safeguarding of Children and Vulnerable Adults, and Health and Safety Policies.