Person Specification

Ravenscliffe Community Association (The Gateway)

Post: Customer Support Worker

Criteria	Essential	Desirable	How identified
Qualifications	• Ability to demonstrate the literacy, numeracy and IT skills needed for reception, record keeping and administrative duties.	• Relevant customer service, administration, digital communications or marketing qualification or training.	Application
Knowledge and understanding	• Good customer care and a welcoming, inclusive approach to centre users. • Confidentiality and the secure handling of sensitive information. • Social media and digital communications for promoting services and activities. • Accurate record keeping, room bookings and basic cash handling. • The importance of obtaining appropriate consent for photographs, case studies and publicity.	• Familiarity with community services and the voluntary and charity sector. • Awareness of DBS administration and asset registers.	Application/Interview
Experience	• Providing reception, customer service or administrative support. • Handling enquiries by telephone, email and in person. • Using word processing, spreadsheets, databases and email. • Creating or updating social media content and promotional materials. • Maintaining accurate records and coordinating bookings or appointments.	• Working or volunteering in a community setting. • Supporting small grant applications. • Supporting pantry services, training bookings, DBS administration or issuing ID badges. • Monitoring social media engagement.	Application/Interview

Criteria	Essential	Desirable	How identified
Attitude, Disposition **Practical and intellectual skills**	• Welcoming, approachable and able to communicate with a wide range of people. • Organised and able to prioritise competing tasks. • Calm, practical and solution focused when dealing with enquiries. • Able to handle sensitive information confidentially. • Able to work both independently and as part of a team. • Attention to detail when maintaining records and handling cash. • Able to produce clear written communications and engaging promotional content.		Application/Interview
Other	• Commitment to equality of opportunity and respectful customer service. • Willingness to undertake appropriate training for fire warden duties and other responsibilities of the post.	• Clean driving Licence • Live or have lived experience of Ravenscliffe Community	Application/Interview