

Person Specification: Modern Apprentice (Customer Services)

Criteria	Essential/Desirable
• Educated to National Level 4	E
• Committed to providing excellent customer service	E
• Effective team player	E
• Excellent IT skills using MS Office packages	E
• Good written and verbal communication skills	E
• Good organisational and administrative skills	E
• Ability to manage a demanding workload (under supervision)	E
• Willingness to learn new things and make the most of training opportunities to improve skills	E
• Positive, friendly attitude	E
• Knowledge of social housing and the values of Glen Oaks Housing Association	D