

Personal specification for independent end point assessor

Customer Service Practitioner

Essential industry specific experience

- Up-to-date, relevant, deep and broad experience of working in customer service with current knowledge of working practices, legislation and policy within customer service.
- Ability to demonstrate customer service principles and practices.
- Ability to demonstrate knowledge and skills in customer handling – Including internal and external customers, needs and priorities, targets and goals, right first time and feedback/evaluation.
- Understanding of current business principles and practices
- Customer service skills - including building rapport and trust, conflict management and influencing and reinforcement techniques
- Communication skills – Able to interpret interpersonal, tone of voice and verbal and non-verbal communications
- An overall understanding of the customer service sector and of the role covered by the apprenticeship

Essential qualifications and occupational competence

Current occupational competence of 2 years or more

Hold or working towards a qualification to undertake assessment and verification activity (Assessor/Verifier qualifications)

And/ or have significant knowledge and expertise in providing consistent and appropriate judgements of a candidate's skills

Relevant and up-to-date CPD record

Essential general knowledge and skills

An understanding of 'Trailblazer' apprenticeships, with specific knowledge about the relevant industry area for the role

Experience of producing clear, accurate and concise written reports, including remarks/enquiries about results

Proficient IT skills

Analytical, critical thinking skills

Excellent interpersonal skills

Excellent written and verbal communication skills with substantive experience of providing supportive, concise feedback to learners, assessors and delivery staff

Organisational skills and the ability to prioritise effectively

Ability to work independently but also lead a team

Availability

Flexibility to travel across England

Driving License

Desirable

Experience of preparing for and presenting to a target audience

Experience of marking and grading assessments