

Person Specification

Post: Customer Service Administrator

Date: March 2026

Essential – The applicant must demonstrate:

- Experience of working in a Customer Service environment.
- Strong Customer Service skills.
- Strong Business Administration skills.
- A desire and aptitude for helping people.
- A general understanding of social housing.
- Excellent communication and interpersonal skills, both verbally and in writing.
- The motivation and desire to continually improve, with a commitment to their own personal development.
- Show they can work positively and inclusively with colleagues and customers.
- Ability to work collaboratively as part of a team, developing good working relationships with colleagues and external service providers.
- Able to travel independently around Wirral – a full clean driving licence and access to a car would be an advantage.
- Good numeracy and literary skills, appropriate for the role.
- Strong IT skills with experience of using word processing, spreadsheet and database packages.
- Demonstrate the ability to work independently and prioritise their workload.
- 'O' Levels / GCSEs in Mathematics and English Language grade C or above.

Desirable – The following would be an advantage to the applicant:

- Experience working in Housing.
- An understanding of the issues and barriers faced by social housing tenants and household members.
- Be able to demonstrate the flexibility to adopt different communication styles according to the situation or audience and have the required standard of self-awareness when dealing with residents, colleagues, and partner agencies in a challenging environment.
- Can demonstrate the ability to see problems from a variety of viewpoints and perspectives, and to deal sensitively and empathetically with people in difficult and stressful situations.
- Experience in prioritising their workload and managing multiple tasks independently.
- Experience of working with customers in one-to-one situations.