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Job title	Customer Service Assistant	Reference	Temp CSA Rome
Location	Rome	Contract	<ul style="list-style-type: none"> British Council National Collective Corporate Contract - 11 months fixed term contract Part Time Level H
Salary	From € 27,600 to € 35,100 gross per year (prorata to the part time percentage), depending from relevant previous experience and years spent in similar level posts	Increments	na
Annual leave	30 days	Permission hours	40 hours (prorata to the part time percentage)
Weekly working hours	20 hours in Nov-Dec-Apr-May-Aug; 29 hours in Jan-Feb-Mar-Jun-Jul; 35 hours in Sep-Oct Timetable: working from Monday to Saturday with one day off and evenings shifts.	Others	<ul style="list-style-type: none"> Up to extra 28 permission hours against suppressed holidays Probation period: 1 months

How to apply

Complete the enclosed application form and send via **e-mail**, quoting reference "Temp CSA Rome", to sonia.fiorelli@britishcouncil.it, by **17.00 CET on Thursday 17 April 2014**. Applications by e-mail are acceptable and there is no need to send a signed hard copy.

Applications received after this date will not be accepted.

In support of your application, please provide evidence that you meet the following:

- Behaviours (see the pdf document)
- Generic skills (see the Generic Skills List)
- Knowledge and experience
- Any specialist qualifications stated in the person specification.

Before completing the application form you must read the enclosed guidance on completing the application form.

Please do not attach a CV (or any other document) unless it has been requested as part of the recruitment process; they will not be used to make selection decisions. This is to ensure that all candidates are treated consistently.

Selection

- Candidates who appear, from the information available, to have the qualifications, behavioural competencies, skills, knowledge and experience that best match the stated requirements for the job will be invited for interview.
- We guarantee an interview to disabled candidates who meet the essential criteria, subject to their reaching the required standard in the application.
- If five or more candidates meet all the essential criteria at the shortlisting stage, then desirable criteria may also be used.
- At interview candidates will be interviewed against both the essential and desirable criteria.
- When making the final selection decision if it is not possible to select a candidate using essential criteria only then desirable criteria will be used to make the final decision.

The British Council is committed to a policy of equal opportunity. We guarantee an interview to disabled candidates who meet the essential criteria subject to their reaching the required standard in the application form.