

PERSON SPECIFICATION

Job Title: Apprentice Admin Support

	Essential	Desirable
Knowledge and Experience:	<p>Appropriate level of IT and keyboard skills</p> <p>Demonstrate understanding of customer service</p> <p>Ability to understand the concept of diversity and respect for others and be committed to these issues</p> <p>Able to demonstrate understanding of Health, Safety and Welfare</p> <p>Able to successfully communicate with others verbally and in writing</p>	<p>Appropriate level of data protection, security and confidentiality awareness</p>
Skills and Abilities:	<p>Ability to communicate relevant and accurate information to others</p> <p>Ability to deal with telephone, email and general customer enquiries in an appropriate manner</p> <p>Ability to follow instructions and manage time and workload</p> <p>Ability to work effectively as part of a team</p> <p>Ability to communicate with a variety of people</p> <p>Able to use own initiative</p> <p>Able to work quickly and accurately</p> <p>Willing to ask for support as necessary</p> <p>Willingness to commit to apprenticeship qualification</p>	<p>Able to work to strict deadlines</p> <p>Able to use Microsoft Office</p>
Education and Training (including on-the-job training)	<p>Commitment to a learning culture</p> <p>Willingness to learn and to improve</p> <p>Able to give examples of self-motivation</p> <p>Appropriate level of education to support the qualification i.e. GCSE's in maths and English</p>	<p>Must be willing to undergo further training to expand on existing knowledge</p> <p>Must be eligible for an apprenticeship</p>