

## PERSON SPECIFICATION

### P22 Business Support Apprentice

| Specification Type             | Additional/changed requirements                                                                               | E/D | Measure |
|--------------------------------|---------------------------------------------------------------------------------------------------------------|-----|---------|
| Personal Skills                | Ability to work within a team                                                                                 | E   | 1,3     |
| Personal Skills                | Ability to work unsupervised, using own initiative.                                                           | E   | 1,3     |
| Personal Skills                | Committed to learning and development, including completing a Level 3 Business Administration apprenticeship  | E   | 1,3     |
| Personal Skills                | Flexible, with ability to adapt to business needs                                                             | E   | 1,3     |
| Personal Skills                | Enquiring mind and problem solving skills with a proactive approach                                           | E   | 1,2,3   |
| Personal Skills                | Good time management and ability to prioritise.                                                               | E   | 1,2,3   |
| Personal Skills                | Ability to handle matters sensitively and confidentially                                                      | E   | 1,3     |
| Personal Skills                | Attention to detail                                                                                           | E   | 1,2,3   |
| Experience                     | Ability to communicate effectively with internal and external customers via telephone, email or face to face. | E   | 1,3     |
| Experience                     | Previous administrative experience                                                                            | D   | 1       |
| Experience                     | Previous customer service experience                                                                          | D   | 1       |
| Attainments/<br>Qualifications | GCSE English and Maths Grades 4-9, A to C or equivalent                                                       | E   | 1       |
| Attainments/<br>Qualifications | To be able to demonstrate following procedures and instructions within the first 6 months                     | E   | 1,3     |
| Knowledge                      | Able to use Microsoft office packages, including databases, spreadsheets, email, internet and intranet        | E   | 1,2,3   |
| Knowledge                      | Good knowledge of using email and internet for communication and research                                     | E   | 1,3     |

#### Car Allowance:

This post does not carry a designated car user status.

#### E/D:

Essential (E)

Desirable (D)

#### Measure:

1. Application form
2. Test after shortlisting
3. At interview
4. Documentary evidence
5. Other [please specify]