

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	Ability to follow procedures and instructions	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/ Qualifications	GCSE English and Maths Grades 4-9, A to C or equivalent	E	1
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]