

## Person specification

### Apprentice – Administrator (Public Health & Housing)

Criteria	Attributes	Method of assessment
<b>Knowledge</b>	<b>Essential</b> <ul style="list-style-type: none"> <li>• Good level of IT and keyboard skills</li> <li>• Good organisation skills</li> <li>• Appropriate level of data protection, security and confidentiality awareness</li> <li>• Demonstrate an understanding of customer service</li> <li>• Have the ability to understand the concept of diversity and respect for others and be committed to these issues</li> <li>• Able to demonstrate understanding of Health, Safety and Welfare</li> </ul>	Application, interview
<b>Experience</b>	<b>Essential</b> <ul style="list-style-type: none"> <li>• Commitment to a learning culture</li> <li>• Willingness to learn and to improve</li> <li>• Able to give examples of self motivation</li> <li>• Able to give examples of dealing with a variety of people and situations</li> </ul>	Application, interview
<b>Skills and abilities</b>	<b>Essential</b> <ul style="list-style-type: none"> <li>• Ability to communicate relevant and accurate information to others</li> <li>• Ability to deal with telephone, email and general customer enquiries in an appropriate manner</li> <li>• Ability to follow instructions and manage time and workload</li> <li>• Ability to work effectively as part of a team</li> <li>• Ability to communicate with a variety of people</li> <li>• Able to use own initiative</li> <li>• Patience and empathy</li> <li>• Able to work quickly and accurately</li> <li>• Ability to manage a number of different tasks and responsibilities simultaneously</li> <li>• Willing to ask for support as necessary</li> <li>• Willingness to commit to apprenticeship qualification</li> </ul>	Application, test, interview
<b>Qualifications</b>	<b>Essential</b> <ul style="list-style-type: none"> <li>• GCSE: 9 to 4 (formerly A* to C) in English Language, Maths, and ICT or equivalent.</li> </ul>	Documentary evidence
<b>Other</b>	<ul style="list-style-type: none"> <li>• Must be eligible for apprenticeship funding</li> </ul>	