

Person Specification

Clerical Officer/Receptionist Apprentice

Criteria for Selection	Essential Requirements	Desirable Requirements	Assessment Method
Qualifications	<ul style="list-style-type: none"> Minimum of 4 GCSEs or equivalent (9 – 4) (including Maths and English Language or equivalent). Must not have a qualification at the same or higher level in the same vocational area. Must meet minimum requirements as set by the training provider to access Apprenticeship programme. 	<ul style="list-style-type: none"> IT skills demonstrated through a formal qualification. Typing/Word processing qualification Business Administration or Working in Public Services qualification at GCSE or equivalent level 	<ul style="list-style-type: none"> Application form Certificates
Experience	<ul style="list-style-type: none"> No formal experience in a work environment in an employed capacity required. 	<ul style="list-style-type: none"> Work experience in an administration environment. Customer service experience, dealing with people on the telephone and face to face. Experience of team working 	<ul style="list-style-type: none"> Application form Interview
Knowledge	<ul style="list-style-type: none"> Basic working knowledge of Microsoft Word, Excel and Outlook. 	<ul style="list-style-type: none"> Microsoft packages e.g. Access and PowerPoint. Knowledge of administrative working processes and procedures. Knowledge of the Data Protection Act and Confidentiality. 	<ul style="list-style-type: none"> Application form Interview

Criteria for Selection	Essential Requirements	Desirable Requirements	Assessment Method
Skills & Abilities	<ul style="list-style-type: none"> • Ability to work with limited supervision, seeking advice when necessary. • Able to carry out routine clerical tasks following instruction. • High level of accuracy and attention to detail. • An effective team player. • Able to demonstrate attitudes and behaviours that align to Trust Values. • Flexible with ability to prioritise and work to deadlines. • Ability or willingness to learn how to communicate appropriately, effectively and sensitively with a wide variety of people including colleagues, members of the public and other contacts. • Ability to understand and appreciate the importance of confidentiality and to maintain confidentiality at all times as appropriate to the role. 	<ul style="list-style-type: none"> • Evidence of effectively working to deadlines. • Ability to complete tasks effectively. • Ability to work unsupervised for short periods. 	<ul style="list-style-type: none"> • Interview • Skills Test
Other	<ul style="list-style-type: none"> • Willingness and commitment to undertake and achieve Business and Administration Intermediate Apprenticeship at Level 2. within 13 months • Willing to develop new skills and attend training appropriate to the role. • Professional and smart appearance • Flexible approach • Willing to occasionally work at other Trust sites (with support to travel if necessary) to meet the requirements of the post. 		<ul style="list-style-type: none"> • Interview