

Person Specification: Apprenticeship - Business Administrator L3

Criteria	Essential	Desirable
<p>Relevant Work Skills</p> <ul style="list-style-type: none"> • Office Administration • Customer Service • IT skills 	<ul style="list-style-type: none"> • Ability to work in an office environment. • Passionate about giving the highest level of service to our customers. • Ability to solve problems and deal with complaints in a positive and diplomatic manner. • Ability to work as part of a team. • Attention to detail. • Ability to use ICT. • Ability to remain professional and maintain confidentiality where appropriate and in line with Data Protection Act 2018 and GDPR. 	<ul style="list-style-type: none"> • Experience of working in Local Government. • Experience of using and updating websites. • Knowledge of venue hire/promotion. • Knowledge of Microsoft Office 365 to include Excel, Word and Outlook. • Accurate record keeping. • Ability to prioritise. • Ability to work under pressure.
<p>Education and Training</p> <ul style="list-style-type: none"> • Numeracy • Literacy 	<ul style="list-style-type: none"> • Good general education. 	<ul style="list-style-type: none"> • Maths and English GCSE or equivalent.
<p>Knowledge/Skills/Abilities</p> <ul style="list-style-type: none"> • Local knowledge • Self motivation • Abilities 	<ul style="list-style-type: none"> • Desire to help/inform the public. • Enthusiastic and positive approach. • Ability to use own initiative and be a proactive team member. • Positive about learning and embracing challenge and change. • Ability to be flexible and have a versatile approach to work including working outside normal office hours. • Ability to provide an efficient and friendly service. • A high level of personal presentation and communications skills. • Punctual and reliable. • Ability to build good relationships. 	<ul style="list-style-type: none"> • Interested in local issues. • Good local knowledge. • Excellent written skills with the competence to quickly compose emails, articles and social media posts.