

Personal Specification Whitley Academy



Job Title: ICT Apprentice

Grade: Apprentice

Department: IT Services

Location: Whitley Academy

Job Requirements:

Knowledge

- Basic numeracy and literacy skills
- Communication skills
- Ability to learn to use new technology
- Ability to meet deadlines
- Pro-active approach
- Helpful and courteous manner
- Evidence of good customer care attitude
- Administrative systems and procedures
- Computer literate
- Interest in software applications and operating systems

Skills and Abilities:

- Prioritising and organising workloads to meet deadlines, cope with interruptions, and remain calm under pressure
- Flexibility, tolerance and ability to solve problems
- Using initiative
- To liaise and communicate effectively by telephone, or on an inter-personal level to give/obtain information in a courteous way, and to resolve queries/filter callers where appropriate

Experience:

- Building PC's, programming or maintaining websites experience desirable but not essential

Educational:

- A good Secondary Education with at least GCSE grade C or higher in English & Maths
- Able to meet the entry requirements of the NVQ course, and to attend and undertake the studying and coursework required to complete the course

Essential characteristics for a Whitley Academy staff member:

- Resilience
- Passion about all young people's learning and having the chance to learn.
- Enthusiasm for teaching and learning
- Positive outlook
- Team Player
- Advocacy for Whitley Academy students and their community.

Special Requirements

This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. A Criminal Record Disclosure will be required prior to appointment

Updated: **March 2017**