|  |
| --- |
| **Person Specification****Job Title: Business Administration Apprentice****Grade: Level 3 apprenticeship** |
| **Qualifications** | * GCSE Maths (C/4 or above)
* GCSE English (C/4 or above)
* Hold Functional Maths and English or ability to complete during the apprenticeship
 | DDE |
| **Experience of:** | * Using Microsoft Office applications, in particular Word, Excel, PowerPoint, Publisher and Outlook.
* Working in a customer service environment.
 | ED |
| **Knowledge and understanding of:** | The importance of Safeguarding and Child Protection* The importance of confidentiality and data protection (GDPR)
* School systems and procedures
 | EED |
| **Skills:** | * A professional telephone manner
* Able to communicate effectively and professionally with parents/carers, colleagues, students and outside agencies either by telephone, written or face to face.
* Able to multitask and work to deadlines with accuracy and attention to detail.
 | EEE |
| **Personal Qualities** | * Flexible and adaptable approach to the job and able to keep calm under pressure.
* Enthusiastic and committed.
* Punctual and reliable.
* Able to develop positive and appropriate relationships with students and colleagues
* Proactive and uses initiative with a ‘can do’ attitude.
* A good team player.
* Willing to learn, accept guidance and undertake training as required.

  | EEEEEEE |