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| **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 | D  D  E |
| **Experience of:** | * Using Microsoft Office applications, in particular Word, Excel, PowerPoint, Publisher and Outlook. * Working in a customer service environment. | E  D |
| **Knowledge and understanding of:** | The importance of Safeguarding and Child Protection   * The importance of confidentiality and data protection (GDPR) * School systems and procedures | E  E  D |
| **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. | E  E  E |
| **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. | E  E  E  E  E  E  E |