Person specification

Post

Communications Apprentice

Values

Our values framework sets out the behaviours that are important and that we expect everyone to demonstrate at work, regardless of grade and position.

The framework will set out our expectations about:

- how we do things
- how we treat others
- what we say and how we say it
- how we expect to be treated

We value:

- Connecting people, places, partnerships and working together
- Integrity and honesty to ensure that we are open and accountable
- Dynamic approach to the delivery of services with drive and energy
- Innovative people who like doing things differently and better

Specification

Personal qualities / Aptitudes / Behaviours

- Able to multi-task and prioritise own workload in consultation with line manager - essential (Application and Interview)
- Be customer orientated – desirable (Application and Interview)
- Have an excellent telephone manner – essential (Application and Interview)
- Work well as part of a team – essential (Application and Interview)
- Positive attitude to tackling problems and play an active role in finding suitable solutions – desirable (Application and Interview)

Education/ Qualifications

- Must be numerate and literate with a good general standard of education, at least to GCSE level or equivalent in Maths and English – essential (Application and Interview)

Experience/ Knowledge

- Knowledge of Microsoft Office packages, including Word and Excel – essential (Application and Interview)
- Use websites regularly and have enthusiasm for how they can help customers – essential (Application and Interview)
- Experience of updating websites – desirable (Application and Interview)
- Understand the basic principles of some social media channels – desirable (Application and Interview)

Skills and Abilities

- Good written and oral communication skills – essential (Application, Interview and Test)
- Knowledge of updating and entering information on websites – desirable (Application and Interview)
- Knowledge of administration – desirable (Application and Interview)
- Ability to logically tackle tasks – essential (Application, Interview and Test)
- Ability to assess complex information and pick out the key points – essential (Application, Interview and Test)

Miscellaneous/ Other Working Requirements

- Reliable, committed, good use of initiative, confident, flexible and good team player – essential (Interview)
- Willing to work on occasional evenings/weekends with time off in lieu if necessary – essential (Interview)