HULL UNIVERSITY TEACHING HOSPITALS NHS TRUST

PERSON SPECIFICATION

APPRENTICE Business Administration Officer

REQUIREMENTS	ESSENTIAL *The minimum requirements we will be shortlisting you against*	DESIRABLE	HOW ASSESSED
Education/ Qualifications	A minimum of 3 GCSEs at Grades A*-C (or equivalent level 2 qualifications) A minimum of Level 2 in Numeracy and Literacy (e.g. Grade C/5 or above in GCSE Maths and English) Must not hold a qualification that accredits similar skills or knowledge at the same level or above (i.e. previous administration apprenticeship or higher)	IT Certificate or Qualification (ECDL, BTEC etc) GCSE or equivalent in Business Studies or Working in Public Services (or similar)	Application Form Certificates
Knowledge, Training & Experience	No formal experience in a work environment in an employed capacity is required, however; Experience of working as part of a team Ability to work on own initiative when/where appropriate Basic working knowledge of Microsoft Word, Excel, and Outlook, and social media platforms	Work experience in an administrative or customer facing role Customer service experience, dealing with people on the telephone, face to face, online etc.	Application Form Interview/References Assessment Centre
Skills	Able to communicate and interpret information in a clear and logical manner Able to carry out routine clerical tasks following instruction High level of accuracy and attention to detail Must maintain confidentiality at all times	Able to make simple decisions, in line with policies and procedures, e.g., prioritisation of work Evidence of working effectively to deadlines Ability to work unsupervised for short periods of time	Application Form Interview/References Assessment Centre
Other Requirements	Commit to undertake and achieve the Business Administration apprenticeship (Level 3) Required to develop new skills Professional and smart appearance Able to work across Trust sites to meet the requirement of the post		Application Form Interview/References Assessment Centre