

North Hertfordshire District Council

Apprentice – Business Administration (Democratic Services)

Person Specification

Date issued: November 2022

Category	Essential Job Requirements	Desirable Job Requirements	Method of Testing
Job Related Skills and Knowledge:	<p>Experience;</p> <ul style="list-style-type: none"> Basic experience of dealing with people in a polite, concise and friendly manner. <p>Education/Qualifications;</p> <ul style="list-style-type: none"> Level 2 literacy and numeracy – or equivalent. <p>Other Job Related Skills & Knowledge;</p> <ul style="list-style-type: none"> Accuracy and Attention to detail Basic Word & Excel Ability to interact with people at all levels using all forms of communication Ability to work as a member of a 	<p>Experience;</p> <ul style="list-style-type: none"> Experience in an administrative role in a paid or voluntary capacity Use of computerised database systems <p>Education/Qualifications;</p> <p>Other Job Related Skills & Knowledge;</p> <ul style="list-style-type: none"> Microsoft Outlook Microsoft Word Microsoft Excel Ability to use other applications 	<p>Experience;</p> <p>Application Form /Interview</p> <p>Application Form / Interview</p> <p>Education/Qualifications;</p> <p>Application Form / Certificates</p> <p>Other Job Related Skills & Knowledge;</p> <p>Application Form / Testing</p> <p>Application Form / Testing</p> <p>Application Form / Interview</p> <p>Application Form / Interview</p>

	<p>team</p> <ul style="list-style-type: none"> • Able to use initiative • Able to follow instruction accurately • Willingness to learn and apply that learning in the workplace • Willingness to adapt to different work roles 		<p>Application Form / Interview</p> <p>Application Form / Interview/ Testing</p> <p>Application Form / Interview</p> <p>Application Form / Interview</p>
Planning & Organising Skills:	<ul style="list-style-type: none"> • Remain calm under pressure • Capacity to develop organisational skills 	<ul style="list-style-type: none"> • Organising and maintaining filing systems both hard copy and data • Ability to prioritise tasks 	<p>Application Form / Interview</p> <p>Application Form / Interview / Testing</p>
Communication Skills:	<ul style="list-style-type: none"> • Good oral and written communication skills • Willingness to communicate with a range of people • Confident in conversing in fluent English which is sufficient to fulfil all spoken aspects of the role. 		<p>Application Form / Interview / Testing</p> <p>Application Form / Interview</p> <p>Application Form / Interview</p>
Problem Solving Skills & Accountability:	<ul style="list-style-type: none"> • Accepts personal responsibility • Looks for ways to improve processes 		<p>Application Form / Interview</p> <p>Application Form / Interview</p>
Other Requirements:	<ul style="list-style-type: none"> • Self motivated • Flexible attitude to work including 	<ul style="list-style-type: none"> • Some awareness of health and safety in the work place 	<p>Application Form / Interview</p> <p>Application Form / Interview</p>

	<p>the ability to work long hours at peak times</p> <ul style="list-style-type: none">• Maintains confidentiality• Willing to learn and undertake formal studies and attend college as required		<p>Application Form / Interview</p> <p>Application Form / Interview</p>
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