



## Apprentice Receptionist/Administration Assistant - Person Specification

JOB REQUIREMENT		Evidence	Scoring Method
Qualifications and Experience	Has a good standard of education including literacy and numeracy at level 2 or above (or equivalent)	A	Pass/Fail
	Has a willingness to work toward a relevant apprenticeship standard	A/I	Pass/Fail
Knowledge and Skills	Has well-developed ICT skills including a good working knowledge of Microsoft 365 Applications i.e. Word, Excell, Outlook, Teams etc	A/I	Numerical Scale
	Demonstrates effective communication skills (both orally and in writing), relevant to the audience and purpose.	A/I	Numerical Scale
Values and Behaviours	<b>Kindness</b> Acts with patience, respect, generosity and forgiveness. Acts with compassion and care, listens and sees the person behind the role. Focuses on relational practice; builds trust and rapport with others by empowering and elevating them.	I	Numerical Scale
	<b>Trust</b> Acts in a reliable, consistent, credible, honest, humble, courageous manner. Manages emotions and helps others to do the same. Keeps promises and does what they say they will.	I	Numerical scale
	<b>Service</b> Puts themselves in the service of others. Reduces stress and anxiety in the organisation by modelling calm and considerate behaviour. behaves in a dutiful way, demonstrating humility and self-control. Removes barriers to enable others to do their jobs well	I	Numerical scale
	<b>Optimism</b> Believes in their own ability, and the ability of others. Calls out negativity, cynicism and dishonesty. Remains positive and encouraging, helping others to overcome challenges and celebrating their success.	I	Numerical scale

\* A = application, I = interview (including tasks), V = pre-employment vetting checks

*TEAL is committed to safeguarding and promoting the safety and welfare of children and young people and expects all staff to share the commitment. All appointments will, therefore, be subject to a satisfactory Enhanced Level Disclosure and Barring Service Clearance as well as all other relevant pre-employment vetting checks.*