

**Person Specification**

 **Position Title: Apprentice Claims Assistant**

**Position Ref. No: 50086796**

**Salary Grade: Apprentice grade**

**Directorate: Corporate Services**

**Service: Assurance, Procurement and Performance Management**

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| **Essential Requirements**  | **Method of assessment** |
| **Experience/Education/Training*** Commitment to attend appropriate training to attain the standard in Business Administrator, Level 3
* Good standard of Literacy and Numeracy. Before taking the end point assessment for the Business Administrator Level 3, attainment in level 2 English/Mathematics must be achieved.
 | Application form/interview |
| **Skills, Knowledge and Ability**Ability to develop knowledge, experience of -* Be able to communicate effectively verbally, in person or over the telephone, and in writing to share and obtain information.
* PC Skills; Able to effectively use a PC including Word and Excel to input data, record information, prepare documents and write letters
* Listens to others to assess requirements in order to respond appropriately and efficiently.
* Ability to organise and prioritise workloads and use initiative
* Able to see tasks through to completion, ensuring they are completed on time or to deadlines and to a high degree of accuracy.
* Able to pay attention to detail.
* Ability to work with minimum supervision
* Able to work effectively within a busy team environment, or independently
* Ability to act professionally in dealing with challenging telephone calls from members of the public.
* Able to conceal emotions or feelings in the workplace.
* Adaptable with a willingness to learn and develop your current skills
 | Application form/Interview/ Online Assessment |
| **Job related circumstances*** Ability to undertake Training
* Commitment to Equal opportunities
* Ability to meet the travel requirements of the post
* Ability to work outside of normal working hours to meet the needs of the service.
* Compliance with health and safety rules, regulations and legislation
 | Application form/interview |