

**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 |