

Person Specification

Post title	Revenues and Benefits Apprentice	Post ref	TBA
Department	Finance, Revenues and Benefits		
Grade	The first 6 months will be paid at Apprenticeship rate (£8.00), followed by National Minimum Wage rate (dependent on age) for the remainder of the apprenticeship.		

Competencies

Please refer to the relevant competency framework for more information about the behaviour descriptors for each competency. All competencies within the relevant framework are applicable to the post and the ones that have prioritised for recruitment are detailed below.

Competency framework relevant to the post:	Employee Assessment
Communication	Application Form / Interview
Team Working	Application Form / Interview
Seeing the bigger picture	Application Form / Interview

Skills	Essential / Desirable	Assessment
Good communication skills - verbal, written and telephone	Essential	Interview
Able to use initiative and make decisions when required	Essential	Application Form / Interview
A high level of accuracy and attention to detail	Essential	Application Form / Interview
Good organisational skills and able to manage own time and workload confidently	Essential	Application Form / Interview
Ability to meet deadlines and targets in a fast-paced environment	Essential	Application Form / Interview

Knowledge	Essential / Desirable	Assessment
Understanding the importance of confidentiality and GDPR principles	Desirable	Application Form / Interview
Competent ability to work with technology and computer packages with knowledge of Microsoft Office	Essential	Application Form / Interview

Behaviours	Essential / Desirable	Assessment
Some previous experience of being part of a team through sport, social activities or other interests	Essential	Application Form / Interview
Enthusiastic and motivated with a clear commitment to studying and learning	Essential	Application Form / Interview

A friendly attitude and willingness to help and assist our customers and clients	Essential	Application Form / Interview
A genuine interest in working in financial administration and customer service	Essential	Application Form / Interview

Qualifications	Essential / Desirable	Evidence
GCSE grades 9-4 (A-C, Level 2) in Maths and English	Essential	Application Form / Certificates

Additional information / other requirements of the post
<p>You must work with your college assessor to complete your apprenticeship work on time and to a high standard.</p> <p>You must attend any classes or reviews requested by the college throughout your apprenticeship.</p> <p>You must conduct yourself in a safe and diligent manner, both in the workplace and at college and comply with health and safety policies and procedures.</p> <p>You will undertake a competency-based qualification to demonstrate you have the skills required to carry out the job. These are assessed by breaking down the contents of the jobs within your specific occupation into tasks called units of competences and will be measured through observations, assessments and witness testimony.</p>

Date produced / last amended
17/06/2026