

Person Specification

Post title	Operational Support - Apprentice	Post Ref	
Department	Operational Support – Housing Operations		
Grade	£10.85 per hour for first 12 months then move to rate of pay dependent on age for the remainder of the apprenticeship.		

Competencies	
<i>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.</i>	
Competency framework relevant to the post:	Employee Assessment
Communication	Interview
Team working	Interview
Changing, learning and improving	Interview

Skills	Essential / Desirable	Assessment
Good communication skills – verbal and written.	Essential	Application Form / Interview
Good interpersonal skills - face to face and telephone.	Essential	Interview
Good organisational skills with the ability to manage a range of tasks competing for attention	Desirable	Application Form / Interview
Working effectively as part of a team	Essential	Application Form / Interview

Knowledge	Essential / Desirable	Assessment
Proficient in using technology and computer applications, including word processing, spreadsheets, and email systems.	Essential	Application Form / Interview
Understanding the importance of confidentiality	Essential	Application Form / Interview
To demonstrate a commitment to and understanding of diversity/equality	Essential	Application Form / Interview

Experience	Essential / Desirable	Assessment
Working with the Public within a customer service environment.	Desirable	Application Form / Interview
Working to deadlines and time management	Desirable	Application Form / Interview

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

Additional information / other requirements of the post
- You must work with your assessor to complete course work on time and to a high standard. - 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. - 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. - Applicants must not have already completed a Level 3 Business Administration or equivalent qualification.

Date produced / last amended
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