

PERSON SPECIFICATION

Job Title:	Reception and Facilities Apprentice
Programme:	Directorate
Job Reference No:	AD1079
Grade:	Apprenticeship

QUALIFICATIONS / EDUCATION

<p>Essential:</p> <ul style="list-style-type: none"> English GCSE grade A* - C (or grade 4 or above) Mathematics GCSE grade A* – C (or grade 4 or above) 	<p>Desirable:</p> <ul style="list-style-type: none"> IT GCSE grade A* - C (or grade 4 or above) 2 A levels grade A – D
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EXPERIENCE

<p>Essential: Experience of helping other people and building positive rapport.</p>	<p>Desirable: Experience of positive working relationships and giving excellent customer service.</p>
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SKILLS

<ul style="list-style-type: none"> Good written and verbal communication skills Good interpersonal skills Good numeracy skills Good IT skills Being self-motivated and proactive Being able to work well individually and as part of a team Good organisational skills and attention to detail Have an interest in helping people Well-presented, polite and tactful Can handle complaints in a calm manner Booking meeting rooms and setting up equipment Answering, screening and forwarding phone calls Sorting and distributing post Office portage as required including office moves, furniture moves, deliveries and collections Logging and reporting all technical faults and arranging office equipment fixtures and fittings Monitoring and maintaining stationary stock levels Providing support and cover on reception and the travel desk when necessary A positive 'can do' approach

TYPE OF PERSON REQUIRED

A well-presented person with excellent interpersonal skills, able to work individually and as part of a team. Someone who has an interest in helping others and is organised, proactive and responsive to the needs of WCMC internal and external customers. Someone who has an interest in ensuring best value for the Centre and use of sustainable supplies where practical.

OTHER RELEVANT INFORMATION

The off the job training will comprise of Facilities Management Supervisor Apprenticeship. Applicants must be able to evidence their right to work in the UK.