

## Person Specification – Financial Services Administration Apprentice

Below are some of the skills, knowledge and experience which are required for this post.

	Essential	Desirable
<b>Education / Qualifications</b>		
GSCE or equivalent at grade A-C (9-4) in Maths and English.	*	
Working towards, or commitment to, gaining a qualification in financial services administration.	*	
<b>Skills/ Knowledge/ Experience</b>		
Some experience in working in an office providing administrative support.		*
Some experience with document and record filing and retention systems.		*
Numerical skills or aptitude towards numeracy and data.	*	
Able to use Word/Outlook/Excel to a minimum standard.	*	
Competent in using IT systems and inputting personal data into systems.	*	
Good communication skills, ability to confidently use the telephone and draft emails and letters.	*	
Letter-writing and minute-taking skills.		*
High levels of accuracy with work methods to ensure work is correct.	*	
<b>Personal Behaviours &amp; Qualities</b>		
Enthusiastic to learn and to contribute to the business success of a team; a genuine interest in working in an administrative position.	*	
Strong sense and understanding of quality in a client-focused service.	*	
Strong teamwork skills, willing to contribute to team objectives and support others to achieve their targets and work commitments.	*	
Ability to plan, manage and prioritise work tasks and review flexibly; well-organised with the ability to organise others.	*	
Ability to use own initiative but know when to refer queries and take instructions.	*	
Friendly, professional, and confident manner; with ability to build positive relationships.	*	
Able to demonstrate behaviours and expectations consistent with the David Allen values of ambition, professionalism, knowledge, integrity, and respect.	*	