**Job Profile: Early Career Administrator / Customer Service Apprentice**

**Required Skills**

* calm and friendly
* great organisational skills
* good communication skills
* able to follow procedures and instructions
* can work independently and as part of a team
* good writing, reading and listening skills
* good computer / IT skills
* good attention to detail

**Typical roles and responsibilities**

* provide general clerical and administrative support
* use office equipment safely e.g., photocopier, scanner
* answer the telephone, record and report messages accurately
* manage electronic diaries and arrange meetings
* support team members with preparing for meetings and events
* input data onto different IT systems
* assist with preparing spaces, organising equipment and materials for meetings and training
* update MS Office applications i.e. EXCEL
* take part in face to face and virtual meetings
* provide reception duties
* resolve routine queries
* provide support with filing, document control and storage

**Values and behaviours**

* have a desire to work with people
* understand the requirements of confidentiality in a healthcare setting
* be a good team player
* understand the importance of effective communication and interpersonal skills

**Typical education and qualifications needed for the role**

* English and Maths GCSE grade 4 or above / equivalent
* Some experience of working with people / customer care