

Designation:	Apprentice
Grade:	Stroud App
Responsible to:	Communications Manager
Service Area:	Communications Team
Post Number:	

ESSENTIAL CRITERIA

QUALIFICATIONS

- A minimum of a grade C / 4 or above in at least five GCSEs including Maths and English.
- Undergraduate degree

EXPERIENCE

- Experience of working with the public

SKILLS & KNOWLEDGE

- Good written and verbal communication skills
- Proficient in use of MS Office software such as Excel and Word.
- IT literate

PERSONAL ATTRIBUTES

- Commitment to achieving NVQ 4 in Public Relations & Communications
- Enthusiasm for learning and personal development
- Self-motivated and organised

OTHER

Committed to working for an employer that values diversity and equality of opportunity

DESIRABLE CRITERIA

QUALIFICATIONS

- Able to show successful completion of prior academic or vocational qualification.

EXPERIENCE

- Knowledge and understanding of the work of local government

SKILLS & KNOWLEDGE

- An understanding of the Civil Contingencies Act 2004

PERSONAL ATTRIBUTES

- Commitment to pursuing higher-level apprenticeships in Local Government

CORE COMPETENCIES

Effective Communication

You will be able to communicate clearly and effectively with a diverse range of people.

You can vary your communication dependant to your customer, using effective listening with the ability to persuade and influence where appropriate.

Customer Service

You are able to deliver the highest quality of service to our customers, both internal and external.

You will strive to deliver a consistently high quality service, with commitment o understanding and meeting their needs, inline with policies.

Working Together

You will be able to work co-operatively with colleagues and partners to achieve results and develop good working relationships.

You will be able to focus on the development of yourself and colleagues in order to enhance performance, motivation and ability to change.

Innovating

You will be able to seek better, more effective ways of delivering services.

Accepting Change

You will be able to adapt to new work challenges and situations, adopting a positive attitude to change.

Supporting the delivery of SDC priorities

You will be able to demonstrate an understanding of and commitment to the Council and its Services.

You will be able to demonstrate how your work supports and meets the needs of the service.