

PERSON SPECIFICATION

Business Support Administrator

| Specification Type | Additional/changed requirements | E/D | Measure |
|-----------------------------------|---|-----|---------|
| Personal Skills | Ability to work within a team | E | 1, 3 |
| Personal Skills | Ability to communicate clearly and effectively | E | 1, 3 |
| Personal Skills | Ability to work on own initiative and under pressure | E | 1, 3 |
| Personal Skills | Versatility and flexibility to be able to deal with issues in a number of areas | E | 1, 3 |
| Personal Skills | Ability to prioritise workload | E | 1, 3 |
| Personal Skills | Put into practice the Councils commitment to excellent customer care | E | 1, 3 |
| Personal Skills | Reliability | E | 1, 3 |
| Personal Skills | Willingness/ability to learn | | |
| Personal Skills | Competent in using IT systems | E | 1, 3 |
| Experience | Experience of providing business support in a busy environment | E | 1, 3 |
| Experience | Experience of data input ensuring accuracy and where appropriate confidentiality. | E | 1, 3 |
| Experience | Experience of using IT and common business support packages including word processing and databases | E | 1, 3 |
| Experience | Dealing with the public/working in a customer service environment | E | 1, 3 |
| Experience | Advising customers on complex and contentious issues | D | 1, 3 |
| Attainments/Qualifications | Maths and English GCSE at Grade C/4 or above or equivalent | E | 1, 3 |
| Attainments/Qualifications | An NVQ in Administration or equivalent | D | 1, 3 |
| Knowledge | Basic office procedures and practices | E | 1, 3 |
| Knowledge | Local authority practices and procedures | D | 1, 3 |

Car Allowance:

This post does not carry a designated car user status.

E/D:

Essential (E)
Desirable (D)

Measure:

1. Application form
2. Test after shortlisting
3. At interview
4. Documentary evidence
5. Other [please specify]