

## PERSON SPECIFICATION

### BUSINESS SUPPORT TEAM LEADER

Specification Type	Additional/changed requirements	E/D	Measure
<b>Personal Skills</b>	Ability to lead, influence and motivate employees	E	1,3
<b>Personal Skills</b>	Excellent communication skills with the ability to communicate with people internal and external	E	1,3
<b>Personal Skills</b>	Excellent organisational/time management skills, with the ability to work under pressure, use own initiative and handle competing priorities in meeting deadlines and commitments	E	1,3
<b>Personal Skills</b>	Tactful and discreet with the ability to work confidentially	E	1,3
<b>Personal Skills</b>	Creativity, innovative and strong problem solving skills	E	1,3
<b>Personal Skills</b>	Ability to work positively with colleagues in identifying and implementing effective solutions	E	1,3
<b>Personal Skills</b>	Versatility/flexible to be able to work with different sections	E	1,3
<b>Personal Skills</b>	Ability to plan and deliver services, manage staff, resources and performance	E	1,3
<b>Experience</b>	Relevant management experience	E	1,4
<b>Experience</b>	Experience of an extensive range of business and administrative activities and systems	E	1,3
<b>Experience</b>	Experience of mentoring/coaching employees to reach their potential	E	1,3
<b>Experience</b>	Dealing with the public and advising on complex issues	E	1,3
<b>Experience</b>	Experience in change management and transformation activities in order to save money and improve services	D	1,3
<b>Experience</b>	Working within Local Government	D	1,3
<b>Attainments/Qualifications</b>	ILM 3 qualification or willing to work towards it	E	1,4
<b>Knowledge</b>	Good operational knowledge of Microsoft Office applications	E	1,3
<b>Knowledge</b>	Good knowledge of using email and internet for communication and research	E	1,3
<b>Knowledge</b>	Knowledge of working effectively to meet statutory/legislative and service standards	E	1,3
<b>Knowledge</b>	Good working knowledge of the principles and practice of performance and people management	E	1,3
<b>Knowledge</b>	Knowledge of analytical techniques and approaches.	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]