**Person Specification –** Business Support and Improvement Assistant

Essential Criteria – Business Support and Improvement Assistant Job Description, Grade 2 – BS3

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| **Criteria** | **Details** |
| **Education/Qualifications** | * Level 2 in Business and Finance or equivalent |
| **Knowledge** | * Knowledge and understanding of health and safety at work * Knowledge and understanding of administration or finance procedures |
| **Experience** | * Understanding of company policies and procedures * IT skills including MS office and other specialist packages * Operation of standard office equipment |
| **Key Skills and Work Related Circumstances** | * Working knowledge of the relevant service area specialism * Good verbal and written communication skills * A good understanding of customer care as role may involve contact with elected members and demanding/challenging members of the public |