**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
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| **Knowledge**  | * Knowledge and understanding of health and safety at work
* Knowledge and understanding of administration or finance procedures
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| **Experience** | * Understanding of company policies and procedures
* IT skills including MS office and other specialist packages
* Operation of standard office equipment
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| **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
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