



South Tyneside Council

BUSINESS AND RESOURCES

PERSON SPECIFICATION

POST TITLE: Business Support Officer to the Corporate Director

GRADE: Band 5

| | ESSENTIAL | DESIRABLE | METHOD OF ASSESSMENT |
|-------------------------------------|--|---|---|
| Educational Attainment | <ul style="list-style-type: none"> Educated to BTEC First Diploma level or equivalent in an appropriate discipline At least 4 GCSE's or equivalent, Grade C or above | <ul style="list-style-type: none"> BTEC National Diploma or equivalent AS or A Level ECDL/CLAIT or equivalent | <ul style="list-style-type: none"> Application form Certificates |
| Work Experience | <ul style="list-style-type: none"> Experience of using IT packages e.g. Microsoft Office (Word and Excel) Experience of using initiative to manage own workload and meet deadlines Experience of managing a range of competing priorities effectively Experience of dealing with people both face to face and on the telephone | <ul style="list-style-type: none"> Experience of providing personal and administrative support Experience of using Microsoft PowerPoint to produce presentation work Experience of working with staff at all levels within an organisation Experience of working within a progressive, rapidly changing environment Experience of working with a range of stakeholders | <ul style="list-style-type: none"> Application form Interview References Assessment /Test |
| Knowledge/ Skills/ Aptitudes | <ul style="list-style-type: none"> Excellent attention to detail with the ability to produce written correspondence of a high quality Good level of numeracy Able to communicate and interact with a wide range of people Excellent organisational skills Able to deal with sensitive and confidential information in a professional manner, and maintain confidentiality at all times Able to interact with all levels of seniority, both internal and external | <ul style="list-style-type: none"> Able to use discretion and good judgment Able to prioritise and manage own workload amid conflicting demands and busy work periods Able to think ahead and anticipate needs before they arise Excellent written skills Strong verbal communication skills | <ul style="list-style-type: none"> Interview References Assessment /Test |

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| Disposition | <ul style="list-style-type: none"> • Able to work under pressure • Demonstrates high standards of personal resilience and integrity • Strongly committed to high quality services • Able to work as part of a team • Flexible approach to work • Committed to the principles of equality and diversity | | <ul style="list-style-type: none"> • Interview • References |
| Circumstances | <ul style="list-style-type: none"> • Able to work outside normal office hours, if required (not a day-to-day requirement) • Baseline security clearance | | <ul style="list-style-type: none"> • Interview • Basic check |