

## **Person Specification Senior Business Support Officer**

### **Part A**

The following criteria (experience, skills and qualifications) will be used to short-list at the application stage:

#### **Essential**

##### **Ability to demonstrate:**

1. Experience in identifying and implementing improvements to business and system processes.
2. Effective verbal and written communication.
3. Excellent Customer Service skills.
4. Excellent organisation and time management skills whilst working to challenging deadlines.
5. Experience developing and maintaining positive working relationships with customers, officers and stakeholders.
6. Understanding of the need to maintain confidentiality.
7. Ability to work independently and as part of a team.
8. Experience of coaching and mentoring by providing advice and guidance.
9. Excellent working knowledge of Microsoft applications and IT systems.

#### **Desirable**

- Experience of skills transfer activities to support business continuity and service improvements.

### **Part B**

In addition to seeking further evidence on the above criteria, the following will also be explored at the interview stage:

- Communication skills
- Approach to coaching and mentoring
- Approach to continuous improvement
- Application of an excellent customer service provision
- Approach to problem solving
- Approach to prioritising work
- Understanding of the Combined Authority's equal opportunity policy and applying this in the workplace