

## **Person Specification Business Management Assistant**



### **Part A**

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

#### **Essential**

1. Knowledge of Microsoft Office applications with the ability to create, manipulate and update spreadsheets and databases and good keyboard skills
2. Experience of working with systems and presenting financial or statistical data/information
3. Effective verbal and written communication skills
4. Good organisation and time management skills
5. Experience of promoting and maintaining positive working relationships with customers (both internal and external) and service users
6. Able to resolve challenging enquiries
7. Able to work as part of a team and on own initiative
8. Excellent Customer Service skills
9. Understanding of the need to identify and embed new business processes
10. Understanding the need to maintain confidentiality

### **Part B**

The following criteria will be further explored at the interview stage:

1. Communication skills
2. Problem solving skills
3. Approach to prioritising work when faced with conflicting deadlines
4. Approach to responding to change
5. Approach to Customer Service
6. Understanding of the Council's Equality Policy, applying this in the workplace and the effect on delivery of services to customers