

## Person Specification

### Business Support Officer

#### Part A

The following criteria (knowledge, skills and experience) will be used to shortlist at the application stage.

#### Essential Criteria

Able to demonstrate:

1. Knowledge and competent use of Microsoft Office applications with the ability to create, manipulate and update spreadsheets and databases and excellent keyboard skills
2. Good verbal and written communication skills.
3. Good organisation and time management skills.
4. Ability to work as part of a team and on own initiative.
5. Excellent Customer Service Skills, with the ability to resolve complex enquiries
6. Experience of dealing with sensitive and confidential information.
7. Understand the need to identify and embed new business processes.
8. Ability to support meetings including production of minutes and/or action points.

#### Part B

The following criteria will be further explored at the interview stage

1. Communication skills
2. Approach to prioritising work to meet deadlines
3. Approach to Customer Service
4. Approach to working as part of a team
5. Live minute taking skills
6. Maintaining confidentiality
7. Approach to resolving complex enquiries
8. Understanding of the council's Equality policy, applying this in the workplace and the effect on delivery of services to customers.