

## **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 of providing high level administrative and business support in a busy, frontline environment.
2. The provision of high levels of customer service.
3. Clear knowledge and ability to demonstrate discretion and handling of highly confidential information.
4. Ability to demonstrate delegating tasks on behalf of appropriate Member / officer.
5. Effective verbal and written communication.
6. Experience of developing and maintaining positive working relationships with customers, officers and stakeholders.
7. Excellent organisation and time management skills whilst working to challenging deadlines.
8. Working both as part of a team and independently.
9. Excellent working knowledge of Microsoft applications and council's IT systems.
9. Experience of coaching and mentoring by providing advice and guidance.
10. Understanding the need to maintain confidentiality.

#### **Part B**

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

- Communication skills
- Problem Solving skills
- Approach to prioritising work when faced with conflicting deadlines
- Approach to responding to change
- Approach to coaching and mentoring
- Approach to Customer Service
- Understanding of the council's equal opportunity policy and applying this in the workplace