

## **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 good keyboard skills
2. Good verbal and written communication skills.
3. Good organisation and time management skills.
4. Excellent Customer Service Skills with the ability to resolve complex enquiries from external customers either face to face and on the phone
5. Ability to work as part of a team and on own initiative.
6. Understand the need to follow established procedures including financial processes
7. Experience of dealing with sensitive and confidential information.
8. Ability to relay information accurately
9. Understanding of the need to identify and embed new business processes.

#### **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. IT skills and accuracy using a number of applications both in-house and external
5. Maintaining confidentiality
6. Approach to resolving complex enquiries
7. Understanding of the council's Equality policy, applying this in the workplace and the effect on delivery of services to customers.