

Person Specification

Senior Business Support Officer (BS601)



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 and IT systems.
2. Experience of providing high level administrative and business support in a busy environment
3. Effective verbal and written communication
4. Excellent organisation and time management skills whilst working to challenging deadlines
5. Ability to work as part of a team and on own initiative.
6. The provision of high levels of customer service
7. Experience of coaching and mentoring by providing advice and guidance.
8. Understanding the need to maintain confidentiality

Desirable Criteria

9. Knowledge of the planning environment
10. Understanding and/or experience of the process involved in validating planning applications
11. Experience of GIS and online mapping tools

Part B

The following criteria will be further explored at the interview stage

1. Communication skills
2. Organisational skills
3. Approach to prioritising work when faced with conflicting deadlines
4. Understanding of the council's Equality policy, applying this in the workplace and the effect on delivery of services to customers.