

Person Specification

Senior Business Support Officer (BS602)



Part A

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

Essential Criteria

Able to demonstrate:

1. Experience of manipulating and managing datasets
2. Knowledge and competent use of Microsoft Office applications and IT systems
3. Experience of providing high level administrative and business support in a busy environment
4. Effective verbal and written communication
5. Excellent organisation and time management skills whilst working to challenging deadlines
6. Ability to work as part of a team and on own initiative.
7. The provision of high levels of customer service
8. Experience of coaching and mentoring by providing advice and guidance.
9. Understanding the need to maintain confidentiality
10. Experience of developing and maintaining positive working relationships with customers, officers and stakeholders.

Desirable Criteria

11. Experience of organising consultation and community events.
12. Experience of supporting the development of new projects with both external partners and internal colleagues
13. Ability to support the preparation of invoicing administration
14. Understanding of the planning and environmental sectors
15. Experience in the use 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 and approach to prioritising work
3. Understanding of the council's Equality policy, applying this in the workplace and the effect on delivery of services to customers.