**Person Specification**

**Job title: Business Support Assistant / Courier**

Note to applicant - You should pay particular attention to the essential criteria below and provide evidence of how you consider you meet them as part of your application. Failure to do so may mean that you will not be shortlisted.

Each listed requirement will state how it will be assessed e.g. application form, interview, work-based test and certificate.

| **Essential Criteria** | | **Method of Assessment** |
| --- | --- | --- |
| **Experience** | Some knowledge of experience of administrative systems and procedures. | Application Form / Interview |
| **Skills, Knowledge, Ability (including ability**  **to develop knowledge,**  **skill or experience)** | Be able to communicate effectively using a range of methods to obtain information. | Application Form / Interview |
| Able to effectively use a PC to prepare documents, record information or input data. | Application Form / Interview |
| Ability to work effectively despite changes in colleagues, settings and environment as well as changing working hours and working weekends. | Application Form / Interview |
| Ability to assess requirements of others in order to respond appropriately and efficiently. | Application Form / Interview |
| Able to see tasks through to completion, ensuring they are completed on time or to deadlines and to a high degree of accuracy. | Application Form / Interview |
| Able to work with well-established and changing processes and procedures and within a busy office environment. | Application Form / Interview |
| Be able to adapt behaviour to suit the situation or customer and pay attention to detail. | Application Form / Interview |
| Hold a current Driving Licence and be able to meet the needs of the courier aspect of the role. | Application Form / Interview |
| **Work Related Circumstances/**  **Values of the Council** | Commitment to Equal Opportunities. | Application Form / Interview |
| Compliance with health and safety rules, regulations, and legislation. | Application Form / Interview |
| Ability to comply with the Councils values of:   * We innovate. * We enable. * We respect. | Application Form / Interview |