

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 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. Ability to work as part of a team and on own initiative.
5. Understanding the need to maintain confidentiality.
6. Excellent Customer Service Skills, with the ability to deal with sensitive information.
7. Ability to resolve challenging enquiries
8. Understanding of the need to identify and embed new business processes.
9. Knowledge of supporting meetings including production of minutes and/or action points.

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
5. Minute Taking Skills
6. Maintaining confidentiality
7. Approach to resolving challenging enquiries
8. Understanding of the council's Equality policy, applying this in the workplace and the effect on delivery of services to customers.