



# South Tyneside Council

## BUSINESS AND RESOURCES

### PERSON SPECIFICATION

**POST TITLE:** Business Support Officer to the Head of Service/Corporate Director

**GRADE:** Band 5 (market forces up to Band 6 may apply - dependent on role)

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<b>Educational Attainment</b>	<ul style="list-style-type: none"> <li>Educated to BTEC National Diploma level or equivalent in an appropriate discipline.</li> <li>At least 4 GCSE's or equivalent, Grade C or above</li> </ul>	<ul style="list-style-type: none"> <li>AS or A Level</li> <li>RSA III Word Processing</li> <li>ECDL/CLAIT or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>Application form</li> <li>Certificates</li> <li>Interview</li> </ul>
<b>Work Experience</b>	<ul style="list-style-type: none"> <li>Experience of using IT packages e.g. Microsoft Office (Word and Excel)</li> <li>Experience of using initiative to manage own workload and meet deadlines</li> <li>Experience of managing a range of competing priorities effectively</li> <li>Experience of dealing with people both face to face and on the telephone</li> </ul>	<ul style="list-style-type: none"> <li>Experience of providing personal and administrative support</li> <li>Experience of using Microsoft PowerPoint to produce presentation work</li> <li>Experience of working with staff at all levels within an organisation</li> <li>Experience of working within a progressive, rapidly changing environment</li> <li>Experience of working with a range of stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>Application form</li> <li>Interview</li> <li>References</li> <li>Assessment /test</li> </ul>
<b>Knowledge/ Skills/ Aptitudes</b>	<ul style="list-style-type: none"> <li>Excellent attention to detail with the ability to produce written correspondence of a high quality</li> <li>A good level of numeracy is required</li> <li>Able to communicate and interact with a wide range of people</li> <li>Excellent organisational skills</li> <li>Able to deal with sensitive and confidential information in a professional manner, and maintain confidentiality at all times</li> </ul>	<ul style="list-style-type: none"> <li>Able to use discretion and good judgment</li> <li>Able to prioritise and manage own workload amid conflicting demands and busy work periods</li> <li>Able to think ahead and anticipate needs before they arise</li> <li>Excellent written skills</li> <li>Strong verbal communication skills</li> </ul>	<ul style="list-style-type: none"> <li>Interview</li> <li>References</li> <li>Assessment /test</li> </ul>

	<ul style="list-style-type: none"> <li>• Able to interact with all levels of seniority, both internal and external</li> </ul>		
<b>Disposition</b>	<ul style="list-style-type: none"> <li>• Able to work under pressure</li> <li>• Demonstrates high standards of personal resilience and integrity</li> <li>• Strongly committed to high quality services</li> <li>• Able to work as part of a team</li> <li>• Flexible approach to work</li> <li>• Committed to the principles of equality and diversity</li> </ul>		<ul style="list-style-type: none"> <li>• Interview</li> <li>• References</li> </ul>
<b>Circumstances</b>	<ul style="list-style-type: none"> <li>• Able to work outside normal office hours if required (not a day-to-day requirement)</li> <li>• Baseline security clearance</li> </ul>		<ul style="list-style-type: none"> <li>• Interview</li> <li>• Basic check</li> </ul>