**Person Specification –** Senior Business Support and Improvement Assistant

Essential Criteria – Senior Business Support and Improvement Assistant Job Description, Grade 3 - BS4A

|  |  |
| --- | --- |
| **Criteria**  | **Details** |
| **Education/Qualifications** | * Level 3 in Business and Finance or equivalent
 |
| **Knowledge**  | * Knowledge and understanding of health and safety at work
* Knowledge of complex and diverse processes, procedures and systems within a service area and of external best practice including alternative service delivery models.
 |
| **Experience** | * Relevant working experience within a service area and of operational practices including statutory, legislative requirements and various terms and conditions
* IT skills including MS office and other specialist packages
* Knowledge of multiple services to effectively investigate records and data to resolve queries
 |
| **Key Skills and Work Related Circumstances** | * Developed customer care skills as role may involve contact with demanding/challenging members of the public
* Strong analytical and problem solving skills
* Ability to work as a team or as required by themselves
 |