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

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

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| **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 |