**Person Specification**

**Job Title:** Business Support Assistant - – Business Relationship Team

**Grade:** Grade 2

|  |  |
| --- | --- |
| **Essential Requirements** | **Method of Assessment** |
| **Experience/Education/Training*** Level 2 in Business and Finance or equivalent
 | Application Form / Interview |
| **Skills/Knowledge and Ability*** Be able to communicate effectively verbally, in person or over the telephone, and in writing to share and obtain information.
* Be able to provide excellent customer service by being able to delight customers and deliver high quality tailored services to meet needs and exceed expectations
* Able to effectively use a PC to prepare documents, record information or input data
* Able to listen to conversation and take notes of meetings
* Listens to others to assess requirements in order to respond appropriately and efficiently
* Able to work effectively within a busy team environment, or independently
* Able to adapt to changes in colleagues, settings and working environment
* Be able to adapt behaviour to suit the situation or customer
* Able to pay attention to detail
* Good verbal and written communication skills
* Able to make decisions and reach conclusions
* To demonstrate the Company’s values
 | Application Form / Interview |
| **Work Related Circumstances** * Compliance with health and safety rules, regulations, and legislation
* Commitment to Equal opportunities.
 | Application Form / Interview |