**Person Specification**

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

**Grade:** Grade 2

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| **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 |