

PERSON SPECIFICATION

P52 Business Support Administrator

Specification Type	Additional/changed requirements	E/D	Measure
Personal Skills	Ability to work within a team	E	1, 3
Personal Skills	Ability to communicate clearly and effectively	E	1, 3
Personal Skills	Ability to work on own initiative and under pressure	E	1, 3
Personal Skills	Versatility and flexibility to be able to deal with issues in a number of areas	E	1, 3
Personal Skills	Ability to prioritise workload	E	1, 3
Personal Skills	Put into practice the Councils commitment to excellent customer care	E	1, 3
Personal Skills	Reliability	E	1, 3
Personal Skills	Willingness/ability to learn	E	1, 3
Personal Skills	Competent in using IT systems	E	1, 3
Experience	Experience of providing business support in a busy environment	E	1, 3
Experience	Experience of data input ensuring accuracy and where appropriate confidentiality	E	1, 3
Experience	Experience of using IT and common business support packages including word processing and databases	E	1, 3
Experience	Dealing with the public/working in a customer service environment	E	1, 3
Experience	Advising customers on complex and contentious issues	D	1, 3
Attainments/ Qualifications	Maths and English GCSE at Grade C/4 or above or equivalent	E	1, 3
Attainments/ Qualifications	An NVQ in Administration or equivalent	D	1, 3
Knowledge	Basic office procedures and practices	E	1, 3
Knowledge	Local authority practices and procedures	D	1, 3

Car Allowance:

This post does not carry a designated car user status.

E/D:

Essential (E)

Desirable (D)

Measure:

1. Application form
2. Test after shortlisting
3. At interview
4. Documentary evidence
5. Other [please specify]