

<b>Designation:</b>	<b>Business Support Assistant</b>
<b>Grade:</b>	<b>Stroud 2</b>
<b>Responsible to:</b>	<b>Principal Neighbourhood Management Officer</b>
<b>Service Area:</b>	<b>Tenant Services</b>
<b>Post Number:</b>	

## ESSENTIAL CRITERIA

### QUALIFICATIONS

A good standard of general education including English and Maths

### EXPERIENCE

Experience of working in a busy office environment.  
Proficient in the use of MS Office packages, including Word, Excel and Outlook  
A good understanding of administrative processes and systems

### SKILLS & KNOWLEDGE

Excellent written and verbal communication skills  
Ability to communicate effectively with colleagues and customers at all levels

### PERSONAL ATTRIBUTES

Committed to providing excellent customer service  
Excellent organisational skills  
Willing to learn and take on additional duties and responsibilities as required  
Able to prioritise, work under pressure and remain calm when dealing with customers  
Able to work as part of a team, but also act on own initiative

### OTHER

Committed to working for an employer that values diversity and equality of opportunity

## DESIRABLE CRITERIA

### QUALIFICATIONS

ICS Award or equivalent

### EXPERIENCE

Experience working with Northgate Housing Management system.

### SKILLS & KNOWLEDGE

Experience of Microsoft Office Packages.  
Understanding of Housing Management

## CORE COMPETENCIES

### 1. **Effective Communication**

You will be able to communicate clearly and effectively with a diverse range of people.

You can vary your communication dependant to your customer, using effective listening with the ability to persuade and influence where appropriate.

### 2. **Customer Service**

You are able to deliver the highest quality of service to our customers, both internal and external.

You will strive to deliver a consistently high quality service, with commitment to understanding and meeting customer needs, in line with policies.

### 3. **Working Together**

You will be able to work co-operatively with colleagues and partners to achieve results and develop good working relationships.

You will be able to focus on the development of yourself and colleagues in order to enhance performance, motivation and ability to change.

### 4. **Innovating**

You will be able to seek better, more effective ways of delivering services.

### 5. **Accepting Change**

You will be able to adapt to new work challenges and situations, adopting a positive attitude to change.

### 6. **Supporting the delivery of SDC priorities**

You will be able to demonstrate an understanding of and commitment to the Council and its Services.

You will be able to demonstrate how your work supports and meets the needs of the service.

### 7. **Conscientiousness**

You will be able to be conscientious in the work you do and demonstrate that you can work in an organised and orderly manner.

You will be able to demonstrate that you can be industrious in the way you work.