

Designation:	Business Support Officer (Building Control)
Grade:	Stroud 3
Responsible to:	Team Leader – Building Control Support
Service Area:	Building Control Service
Post Number:	

ESSENTIAL CRITERIA

QUALIFICATIONS

- At least 5 GCSE's grades A - C or 4 - 9, including Maths and English Language or equivalent

EXPERIENCE

- Experience of working in administration with some supervisory responsibilities.
- Experience of handling enquiries from a variety of stakeholders, colleagues and members of the public
- Experience of financial processes
- Experience of using various computer systems and Microsoft Office

SKILLS & KNOWLEDGE

- Excellent numerical, written and verbal communication skills
- Excellent IT skills, including Microsoft Office software and Document Management systems
- Ability to work to deadlines and prioritise workloads
- Supervision of team in absence of Team Leader to ensure continuous service delivery
- Strong organisational skills and the ability to multi-task
- Attention to detail and high level of accuracy
- Knowledge of General Data Protection Regulation

PERSONAL ATTRIBUTES

- Committed to providing excellent customer service
- Able to work calmly and effectively under pressure and in challenging circumstances
- Professional manner when dealing with colleagues, stakeholders and the public
- Ability to work as part of a team and to manage own time and workload
- Adaptable and proactive approach to work with a willingness to learn
- Supporting and Delivering the Objectives and Priorities of the Council
- Committed to working for an employer that values diversity and equality.

DESIRABLE CRITERIA

EXPERIENCE

- Experience of working within a busy office
- Excellent telephone skills

SKILLS & KNOWLEDGE

- Evidence of working in a team environment and importance of effective business administration
- Experience of using IDOX software
- Qualification in Customer Care/ Business Administration

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 o understanding and meeting their needs, inline 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.