

Designation:	Business Support Assistant (Building Control)
Grade:	Stroud 2
Responsible to:	Team Leader – Building Control Support
Service Area:	Building Control Service
Post Number:	

ESSENTIAL CRITERIA

QUALIFICATIONS

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

EXPERIENCE

- Experience of using computers/ microsoft office, (MS Word/Excel)
- Working within a busy office environment
- Experience of dealing with the public by phone or face to face

SKILLS & KNOWLEDGE

- Good numerical, written and verbal communication skills
- Ability to follow instructions and procedures
- Excellent IT skills, including Microsoft Office and Document Management Systems
- Excellent telephone manner and working with the public
- Ability to manage own time and workload

PERSONAL ATTRIBUTES

- Committed to providing excellent customer service
- Excellent organisation and time management skills
- Able to work calmly and effectively under pressure and in challenging circumstances
- Willing to learn and take on additional duties and responsibilities if required
- Able to work as part of a team but also act on own initiative
- Adaptable & proactive approach to work
- Supporting and Delivering the Objectives and Priorities of the Council
- Committed to working for an employer that values diversity and equality.

OTHER

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

DESIRABLE CRITERIA

QUALIFICATIONS

- NVQ Level 2 – Business Administration or Customer Services
- ICS award

EXPERIENCE

Understanding of local government

SKILLS & KNOWLEDGE

Evidence of working in a team environment and importance of effective 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 to 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.