

Designation:	Senior Business Support Officer
Grade:	Stroud 4
Responsible to:	Head of Property Services
Service Area:	Property Services
Post Number:	ASM 1005

ESSENTIAL CRITERIA

QUALIFICATIONS

At least 3 GCSE's (or equivalent) at Grade C or above, including English and Maths

EXPERIENCE

At least 2 years experience in a local government (or in a similar complex organisation) accounting environment.

Business administration and the effective use of IT
Dealing with a range of customers, by phone, in writing and face to face.

SKILLS & KNOWLEDGE

Good knowledge of revenue and capital budget monitoring.
Experience of closing accounts and working through an audit process
Excellent communication skills, both verbal and written.
Good IT skills and use of Excel and Word (or equivalent), and financial management systems
Ability to analyse and interpret information and data
Good numeracy skills

PERSONAL ATTRIBUTES

Organised and able to organise
Ability to plan and manage workloads and deadlines
Ability to work on a number of projects at any one time and adapt to changing priorities.
Team player, but able to work using own initiative
Creative in dealing with situations
Self motivated and enthusiastic.
Honest, reliable, diplomatic and polite.

OTHER

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

DESIRABLE CRITERIA

QUALIFICATIONS

'A' level in maths or equivalent level 3 financial studies qualification

EXPERIENCE

Experience of working in the property sector
Experience of reviewing and implementing processes and procedures

SKILLS & KNOWLEDGE

Knowledge of Local Authority Accounting (SeRCOP, Code of Practice).

CORE COMPETENCIES

1. Effective Communication

You will be able to communicate clearly and effectively with a range of people.
You can adapt communication to your customer using effective listening and with an ability to persuade and influence where appropriate.

2. Customer Service

You can deliver the highest quality of service to internal and external contacts.
You will strive to deliver a quality service with commitment to understanding and meeting needs in line with policies.

3. Working Together

You will be able to work with colleagues and partners to achieve results and develop good working relationships.
You will be able to focus on development 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 show an understanding and commitment to the Council and its services.
You will be able to show how your work supports the needs of the service.

7. Conscientiousness

You will be conscientious and show 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.