

Designation:	Business Support Officer
Grade:	Stroud 3
Responsible to:	Senior Income & Payments Officer
Service Area:	Revenue & Benefits
Post Number:	

ESSENTIAL CRITERIA

QUALIFICATIONS

- A good standard of education including English and Maths

EXPERIENCE

- Experience of working in a busy office environment.
- Understanding of administrative processes and systems
- Experience in dealing with confidential or sensitive issues discretely
- Experience of working to and within a target performance driven culture
- Experience of working in a wide ranging Customer facing role.

SKILLS & KNOWLEDGE

- Good numerical skills
- Proficient in the use of MS Office packages including Word, Excel and Outlook.
- Good written and verbal communication skills
- Able to communicate effectively with colleagues and customers and at all levels
- Able to show flexibility and initiative

PERSONAL ATTRIBUTES

- Committed to providing excellent customer service
- Be able to demonstrate a high level of practical skills
- Good organisational skills
- Is approachable, personable and persuasive
- Able to work within a team but also act on own initiative
- Willing to learn and take on extra duties & responsibilities as required
- Ability to prioritise work and work to deadlines. Able to work under pressure, remaining calm when dealing with clients
- Be flexible and will to adapt to new working practices
- Occasional evening/weekend work as required.
- Willingness to undertake any relevant training
- Respects the opinions of others and acknowledges opposing viewpoints.

OTHER

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

DESIRABLE CRITERIA

QUALIFICATIONS

- IT user qualification
- Knowledge of IT accounting systems

EXPERIENCE

- Experience with dealing with staff/councillors and members of the public and external partnerships
- Experience of managing budgets and expenditure.

SKILLS & KNOWLEDGE

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 upon 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, 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.