

<b>Designation:</b>	<b>Business Support Officer</b>
<b>Grade:</b>	<b>Stroud 3</b>
<b>Responsible to:</b>	<b>Senior Business Support Officer</b>
<b>Service Area:</b>	<b>Community Services</b>
<b>Post Number:</b>	

## ESSENTIAL CRITERIA

### QUALIFICATIONS

- Be able to demonstrate a high level of practical skills
- Numerate and Literate – a good standard of education to include English and Maths

### EXPERIENCE

- Experience of working in a busy office environment.
- 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 all levels
- Able to show flexibility and initiative

### PERSONAL ATTRIBUTES

- Committed to providing excellent customer service
- 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
- Able to work under pressure, remaining calm when dealing with clients
- Be flexible and will to adapt to new working practises
- 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
- 5 GCSE's grades C or above including Maths and English or equivalent

### EXPERIENCE

- Experience with dealing with staff and members of the public

## 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 dependent on your customer, using effective listening with the ability to persuade and influence where appropriate.

**2. Customer Focus**

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.

Outer layers of the [competency framework](#) apply with Management and Leadership roles.