

<b>Post Title:</b>	Business Support Officer
<b>Grade:</b>	Stroud 3
<b>Responsible to:</b>	Senior Asset Data Officer
<b>Service Area:</b>	Tenant Services
<b>Post Number:</b>	Post number

## ESSENTIAL CRITERIA

### QUALIFICATIONS

Good general education with at least 5 GCSEs grades D or above including Maths and English

### EXPERIENCE

Work in a business support or business administration environment

Experience of accurate data administration

Proven ability to work effectively as part of a team

Experience in the use of ICT preferably including MS Office (Access and Excel)

### SKILLS & KNOWLEDGE

Good general education or equivalent experience in an administration role, Proactive, take initiative and well organised with Good written and verbal communication skills. To be competent in all Microsoft packages and be able to work with large amounts of data.

### PERSONAL ATTRIBUTES-

Customer focused being able to deal with customers, both on the phone and face to face

### OTHER

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

## DESIRABLE CRITERIA

### QUALIFICATIONS

IT user qualification

Customer Service qualification

### EXPERIENCE

Previous work experience using a data management system

## 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 of 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.