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| <b>Designation:</b>    | <b>Business Support Assistant</b> |
| <b>Grade</b>           | <b>Stroud 2</b>                   |
| <b>Responsible to:</b> | <b>Housing Advice Manager</b>     |
| <b>Service Area:</b>   | <b>Housing Advice Team</b>        |
| <b>Post Number:</b>    |                                   |

## ESSENTIAL CRITERIA

### QUALIFICATIONS

- 4 GCSE grades A – C including English Language and Mathematics, or equivalent.

### EXPERIENCE

- Experience of working in a clerical/administrative environment.
- Experience in working in a customer service environment.

### SKILLS & KNOWLEDGE

- Good keyboard skills.
- Good communication skills and telephone manner.
- Good numeracy and written skills.
- Experience of using ITC systems and programmes.

### PERSONAL ATTRIBUTES

- Ability to deal with distressed customers in difficult situations.
- Committed to providing excellent customer service.
- Well organised and methodical.
- Adaptable and flexible in approach to work.

### OTHER

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

## DESIRABLE CRITERIA

### EXPERIENCE

- Dealing with the public both by telephone and face to face.

### SKILLS & KNOWLEDGE

- Knowledge of current housing market and housing legislation.

## 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 o 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.