

<b>Designation:</b>	<b>Business Support Assistant</b>
<b>Grade:</b>	<b>Stroud 2</b>
<b>Responsible to:</b>	<b>Senior Housing Strategy Officer</b>
<b>Service Area:</b>	Housing Strategy
<b>Post Number:</b>	

## ESSENTIAL CRITERIA

**QUALIFICATIONS** Good general education with at least 5 GCSEs grades C or above including Maths and English

### EXPERIENCE

- Ability to work effectively in a business support or business administration environment
- Able to work as part of a team
- Experience of the effective use of ICT, especially excel spreadsheets and databases
- Experience of data entry, able to apply a high degree of accuracy and attention to detail

### SKILLS & KNOWLEDGE

Able to meet the following competencies set out in the council's competency framework:

- Effective Communication and Positive Influencing Skills
- Financial Management
- Delivering The Best Service to Customers and Supporting Continuous Change
- Problem Solving and Effective Working

And in addition, the following:

- Numeracy skills
- Excellent written and verbal communication skills
- Excellent IT skills, including data based systems, word and excel and financial systems

### PERSONAL ATTRIBUTES

Able to meet the following competencies set out in the council's competency framework:

- Shaping Supporting and Delivering the Objectives and Priorities of the Council
- People and Team Working
- Delivering the Best Service for our Customers and Supporting Continuous Improvement
- Problem Solving Skills

And in addition, the following:

- Able to work effectively under pressure and in challenging situations

### OTHER

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

## DESIRABLE CRITERIA

### QUALIFICATIONS

IT user qualification

Business Administration qualification

## **EXPERIENCE**

Some understanding of housing and planning policy

## **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 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.

### **7. Conscientiousness**

You will be able to be conscientious in the work you do and demonstrate that 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.

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