

Designation:	Business Support Officer (Building Control)
Grade:	Stroud 3
Responsible to:	Team Leader – Building Control
Service Area:	Building Control Service

ESSENTIAL CRITERIA

QUALIFICATIONS

- At least 5 GCSE's grades A - C or 4 - 9, including Maths and English Language or equivalent

EXPERIENCE

- Experience of working in administration.
- Experience of handling enquiries from a variety of stakeholders, colleagues and members of the public
- Experience of financial processes
- Experience of using various computer systems and Microsoft software

SKILLS & KNOWLEDGE

- Excellent numerical, written and verbal communication skills
- Excellent IT skills, including Microsoft software, (Word/Excel/Outlook/Teams) and Document Management systems
- Ability to work to deadlines and prioritise workloads
- Supervision of team in absence of Team Leader to ensure continuous service delivery
- Strong organisational skills and the ability to multi-task
- Attention to detail and high level of accuracy
- Knowledge of General Data Protection Regulation

PERSONAL ATTRIBUTES

- Committed to providing excellent customer service
- Able to work calmly and effectively under pressure and in challenging circumstances
- Professional manner when dealing with colleagues, stakeholders and the public
- Ability to work as part of a team and to manage own time and workload
- Adaptable and proactive approach to work with a willingness to learn
- Supporting and Delivering the Objectives and Priorities of the Council
- Committed to working for an employer that values diversity and equality.

DESIRABLE CRITERIA

EXPERIENCE

- Experience of working within an office
- Excellent telephone skills

SKILLS & KNOWLEDGE

- Evidence of working in a team environment and importance of effective business administration
- Experience of using IDOX software
- Knowledge of Microsoft Access
- Qualification in Business Administration and/or technical support for building control.

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 to 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.