

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

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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