

Designation:	Senior Business Support Officer
Grade:	Stroud 3/ 4
Responsible to:	Head of Property Services
Service Area:	Property Services
Post Number:	ASM 1005

ESSENTIAL CRITERIA

STROUD 3

QUALIFICATIONS

- A good standard of education, including English and Maths

EXPERIENCE

- Experience of working in a busy office environment
- Understanding of administration processes and systems and the effective use of IT
- Dealing with a range of customers, by phone, in writing and face to face.

SKILLS & KNOWLEDGE

- Good written and verbal communication skills.
- Good numeracy skills.
- Proficient in the use of IT e.g. MS Office software including Word and Excel.
- Able to communicate effectively with colleagues and customers and at all levels.
- Ability to manage own time and workload.
- Able to show flexibility and initiative.

PERSONAL ATTRIBUTES

- Committed to providing excellent customer service.
- Be able to demonstrate a high level of practical skills.
- Good organisational skills.
- Is approachable, personable and persuasive.
- Able to work within a team but also act on own initiative.
- Willing to learn and take on extra duties & responsibilities as required.
- Ability to prioritise work and work to deadlines.
- Able to work under pressure, remaining calm when dealing with clients.
- Be flexible and willing to adapt to new working practises.
- Willingness to undertake any relevant training. .

OTHER

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

STROUD 4

QUALIFICATIONS

At least 3 GCSE's (or equivalent) at Grade C, including English and Maths

EXPERIENCE

- Experience in a local government (or in a similar complex organisation) accounting environment.
- Business administration and the effective use of IT

- Dealing with a range of customers, by phone, in writing and face to face.

SKILLS & KNOWLEDGE

- Good knowledge of revenue and capital budget monitoring.
- Experience of closing accounts and working through an audit process
- Excellent communication skills, both verbal and written.
- Good IT skills and use of Excel and Word (or equivalent), and financial management systems
- Ability to analyse and interpret information and data
- Good numeracy skills

PERSONAL ATTRIBUTES

- Organised and able to organise
- Ability to plan and manage workloads and deadlines
- Ability to work on a number of projects at any one time and adapt to changing priorities.
- Team player, but able to work using own initiative
- Creative in dealing with situations
- Self-motivated and enthusiastic.
- Honest, reliable, diplomatic and polite.

OTHER

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

DESIRABLE CRITERIA

STROUD 3

QUALIFICATIONS

- ICT qualification or equivalent.
- NVQ Level 2 – Business Administration or Customer Services.

EXPERIENCE

- Experience of dealing with staff and members of the public.
- Experience of financial management processes and systems

STROUD 4

QUALIFICATIONS

- Advanced Accounting Technician (AAT)
- Evidence of continuing professional development

EXPERIENCE

- Post qualification experience in a local government (or in a similar complex organisation) accounting environment.
- Experience of working in the property sector
- Experience of reviewing and implementing processes and procedures

SKILLS & KNOWLEDGE

- Knowledge of Local Authority Accounting (SeRCOP, Code of Practice).

CORE COMPETENCIES

1. Effective Communication

You will be able to communicate clearly and effectively with a range of people.
You can adapt communication to your customer using effective listening and with an ability to persuade and influence where appropriate.

2. Customer Service

You can deliver the highest quality of service to internal and external contacts.
You will strive to deliver a quality service with commitment to understanding and meeting needs in line with policies.

3. Working Together

You will be able to work with colleagues and partners to achieve results and develop good working relationships.
You will be able to focus on development 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 show an understanding and commitment to the Council and its services.
You will be able to show how your work supports the needs of the service.

7. Conscientiousness

You will be conscientious and show 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.