

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

## ESSENTIAL CRITERIA

### QUALIFICATIONS

- Educated to GCSE Level or equivalent (including Maths and English to Grade C or above or equivalent)

### EXPERIENCE

- Experience of using computers/ Microsoft office, (MS Word/Excel)
- Administrative role within a team

### SKILLS & KNOWLEDGE

- Good customer service skills
- Good numerical, written and verbal communication skills
- Ability to follow instructions and procedures
- Excellent telephone manner
- Ability to work to deadlines and prioritise workloads

### PERSONAL ATTRIBUTES

- Committed to providing excellent customer service
- Ability to work effectively despite constant interruptions
- Willingness to learn
- Good time keeping/ reliable
- Adaptable & flexible approach to work

### OTHER

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

## DESIRABLE CRITERIA

### EXPERIENCE

Understanding of local government

### SKILLS & KNOWLEDGE

Evidence of good practical knowledge  
Qualification in Customer Care

## 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.

# PERSON SPECIFICATION

**August 2020**

You will be able to demonstrate that you can be industrious in the way you work.