

<b>Designation:</b>	<b>Business Support Officer (Land &amp; Property Data)</b>
<b>Grade:</b>	<b>Stroud 3</b>
<b>Responsible to:</b>	<b>Principal Land &amp; Property Data Officer</b>
<b>Service Area:</b>	<b>Planning</b>
<b>Post Number:</b>	

## ESSENTIAL CRITERIA

### QUALIFICATIONS

5 GCSE's Grades A-C including Maths & English or equivalent.  
NVQ Level 2 – Business Administration, Customer Service or equivalent experience.

### EXPERIENCE

Working in a Busy Office Environment.  
Conducting detailed research projects.  
IT systems and processes.  
Supervisory experience.  
Purchasing and invoicing.  
Dealing with customer queries, face to face and over the phone.

### SKILLS & KNOWLEDGE

Excellent written and verbal communication skills.  
Excellent IT skills and confident with Document Management systems.  
Problem solving skills.  
Excellent numeracy skills.  
Ability to manage own workload and prioritise accordingly, sometimes under pressure.  
Ability to multitask.  
Understanding of General Data Protection Regulation and Subject Access Requests.

### PERSONAL ATTRIBUTES

Committed to providing excellent customer service.  
Able to work to changing needs and priorities.

### OTHER

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

## DESIRABLE CRITERIA

### QUALIFICATIONS

ICS Award or equivalent  
NVQ Level 3 – Business Administration, Customer Service or equivalent

### EXPERIENCE

Experience with Idox Software (Uniform and Document Management System)  
MS Office, including Word, Outlook, Excel and Access.

## 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 dependent on your customer, using effective listening with the ability to persuade and influence where appropriate.

**2. Customer Focus**

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, in line 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.

Outer layers of the [competency framework](#) apply with Management and Leadership roles.