

Designation:	Business Support Officer (Independent Living)
Grade:	Stroud Grade 3
Responsible to:	Service Delivery Manager (Independent Living)
Service Area:	Landlord Services
Post Number:	

ESSENTIAL CRITERIA

QUALIFICATIONS

- 4 GCSE grades A-C including English Language

EXPERIENCE

- Experience of working in a role that provides business support/clerical and administration.

SKILLS & KNOWLEDGE

- Administration skills.
- Customer care service
- Good communication and written skills
- Experience of using ICT systems and programmes

PERSONAL ATTRIBUTES

- Well organised and methodical
- Adaptable and flexible in approach to work
- Ability to manage own time and workload
- Ability to work to tight deadlines and cope with interruptions
- Good attention to detail

OTHER

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

DESIRABLE CRITERIA

EXPERIENCE

- Experience of working in social housing environment
- Experience of working as part of a small team
- Working in an office as well as out on site

SKILLS & KNOWLEDGE

- Knowledge of Older People's housing and environment

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.