

<b>Designation:</b>	<b>Business Support Assistant</b>
<b>Grade:</b>	<b>Stroud 2</b>
<b>Responsible to:</b>	<b>Head of IT</b>
<b>Service Area:</b>	<b>ICT</b>
<b>Post Number:</b>	<b>*****</b>

## ESSENTIAL CRITERIA

### QUALIFICATIONS

5 GCSE passes (including Maths and English) or equivalent administrative experience.

### EXPERIENCE

Business administration.

Dealing with customers queries, face to face and over the phone.

Use of spreadsheets to collect and analyse data.

### SKILLS & KNOWLEDGE

Excellent IT skills, including Word and Excel.

Problem solving skills.

Good numeracy skills.

Ability to manage own workload and prioritise accordingly, sometimes under pressure.

Ability to multitask.

### PERSONAL ATTRIBUTES

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

## DESIRABLE CRITERIA

### QUALIFICATIONS

Business administration qualification.

### EXPERIENCE

Able to Liaise with suppliers to obtain quotes

Purchasing and invoicing.

Notetaking.

Maintaining electronic files.

Liaising with and handling requests from senior managers.

## CORE COMPETENCIES

### 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.

### 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.

### **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.

### **Innovating**

You will be able to seek better, more effective ways of delivering services.

### **Accepting Change**

You will be able to adapt to new work challenges and situations, adopting a positive attitude to change.

### **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.