

<b>Designation:</b>	<b>Business Support Officer</b>
<b>Grade:</b>	<b>Stroud Grade 3</b>
<b>Responsible to:</b>	<b>New Homes &amp; Regeneration Manager</b>
<b>Service Area:</b>	<b>Property Services</b>
<b>Post Number:</b>	

## ESSENTIAL CRITERIA

### QUALIFICATIONS

- A good standard of education including English & Maths.

### EXPERIENCE

- Experience of working in a busy office environment.
- Understanding of administrative processes and systems.
- Experience of dealing with confidential or sensitive issues discreetly.

### 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.
- Experience of working with the public.
- 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.
- Respects the opinions of others and acknowledges opposing viewpoints.

### OTHER

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

## DESIRABLE CRITERIA

### 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 Idox Document Management System.

## 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 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.