

Designation:	Business Support Assistant
Grade:	Stroud 2
Responsible to:	Senior Business Support Assistant
Service Area:	Environmental Health
Post Number:	

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)

SKILLS & KNOWLEDGE

- 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.