

Recruitment person specification

Post being recruited for: **Business Support Senior Administrator**

Our Behaviours

These apply to all posts

Respect

Integrity

Flexibility

Managers

1. Specify what the essential requirements are for your vacancy under each category. All candidates that have disclosed a disability must be interviewed if they meet the essential requirements.
2. Specify what the desirable requirements are for your vacancy under each category. Desirable criteria can be used to shortlist candidates if you have a high volume of applicants. However, you cannot use desirable criteria when shortlisting any candidates that have disclosed a disability.

Person specification

Category	Essential	Desirable
Experience	Providing business support /administration services to internal and / or external customers Providing clerical and administrative services Organisation and planning of workload and working with minimal supervision	Working in a large, complex organisation, preferably public sector

Knowledge, skills and understanding	Team working skills with the ability to work collaboratively and co-operatively with colleagues Good interpersonal and communication skills – ability to communicate with a range of internal and external contacts IT skills at intermediate level Customer service skills Ability to operate in a changing and challenging environment to manage competing priorities	
Qualifications and training	Knowledge and skills in a range of administration tasks at SVQ3 (or equivalent)	Evidence of continuing professional development
Job specific requirements	Ability to deal with sensitive information with discretion and to maintain confidentiality at all times A flexible and pro-active approach to work including ability to prioritise Ability to be proportionate and level headed in reactions to sensitive and distressing information	