

Recruitment person specification

Post being recruited for: Business Support 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 (not every post needs desirable requirements)
Experience	<ul style="list-style-type: none"> • Providing business support / administration services to internal and / or external customers. • Organisation and planning of workload and working with minimal supervision. 	<ul style="list-style-type: none"> • Working in a large, complex organisation, preferably public sector.
Knowledge, skills and understanding	<ul style="list-style-type: none"> • 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. • Ability to accurately record minutes from meetings with multiple professionals present. 	
Qualifications and training	<ul style="list-style-type: none"> • Knowledge and skills in a range of administration tasks at SVQ2 (or equivalent). 	<ul style="list-style-type: none"> • Evidence of continuing professional development.

Job specific requirements

- A flexible and pro-active approach to work including ability to prioritise.
- Ability to deal with sensitive information with discretion and to maintain confidentiality at all times.
- Ability to remain calm in occasionally volatile meetings.
- Ability to be proportionate and practical in reactions to potentially sensitive and/or distressing information disclosed during meetings.