

Recruitment person specification

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

Our Behaviours

All our colleagues are expected to live Our Behaviours at work

Respect – We're inclusive, we promote equality, we treat people with fairness, understanding and kindness and we consider others in our decisions and actions.

Integrity – We're open and honest, we take responsibility, we build trust, and we pull together to do what's right for our residents, colleagues and city.

Flexibility – We're open minded, we keep it simple, we adapt to provide great service and find better ways of doing things, and we embrace opportunities for shared working and learning.

Person specification

Category	Essential	Desirable
Experience	<ul style="list-style-type: none">• Providing business and administrative support to internal and /Or external customers.• Providing clerical and administration services.• Organisation and planning workload and working with minimal supervision.	<ul style="list-style-type: none">• Working in a large, complex organisation, preferably the public sector.
Knowledge, skills and understanding	<ul style="list-style-type: none">• Team working skills with the ability to display flexibility and work collaboratively and co-operatively with colleagues.• Display respect and have good interpersonal and communication skills with a range of internal and external contacts.• IT skills at intermediate	

	<p>level.</p> <ul style="list-style-type: none"> • Customer service skills. • Ability to operate in a changing and challenging environment to manage competing priorities. • A flexible and proactive approach to work. 	
Qualifications and training	<ul style="list-style-type: none"> • Knowledge and skills in a range of administration tasks to SVQ3 or equivalent. 	<ul style="list-style-type: none"> • Evidence of continuing professional development.
Job specific requirements	<ul style="list-style-type: none"> • The ability to be flexible with working environments, such as blended working and working at alternative office locations when required. • Ability to deal with sensitive information with discretion and to maintain confidentiality at all times. 	

Applicants will also be measured against the following highlighted essential areas of work as per 'Our Behaviours at work' listed above.

<p>Customer focused</p>	<ul style="list-style-type: none"> • Promotes the importance of quality customer/client services within the team, or with other services. • Identifies opportunities to improve the way the team/service delivers customer/client services. • Ensures teams/services correctly identify customer/client needs and provide satisfactory solutions.
<p>Works effectively with others</p>	<ul style="list-style-type: none"> • Treats team members with respect, fairly and equally, recognises and demonstrates appreciation of their contribution. • Identifies with, promotes and has a shared commitment to achieving team objectives. • Shares knowledge and information with others. • Thanks others, for their contribution and efforts. • Fosters integrity and good working relationships within teams across the Council. • Displays flexibility within team working plans. • Actively seeks others input and respects and values their contributions.
<p>Managing change</p>	<ul style="list-style-type: none"> • Reacts positively to change. • Is flexible and adapts plans in response to change. • Prepares and supports team members during periods of change. • Respectively challenges current thinking and procedures and offers alternative solutions. • Gains acceptance of necessary changes by communicating their benefits with integrity, conviction and enthusiasm.
<p>Taking ownership and responsibility</p>	<ul style="list-style-type: none"> • Takes the initiative to start activities or actions. • Recognises when a decision is needed and commits to act in a respectful manner. • Is proactive, acts quickly to address current issues. • Seeks feedback and is flexible to ideas and takes forward appropriate action. • Takes responsibility for personal development. • Display integrity to manage and modify own behaviour to influence different situations.

Communicating effectively	<ul style="list-style-type: none">• Use respectful, positive and appropriate language in all situations.• Communicates clearly and concisely to influence others.• Uses a variety of methods to communicate respectfully in the most effective manner.• Creates a positive, confident and flexible impression.• Use interpersonal skills with integrity to have a positive impact during meetings.• Keep written communication clear and simple.
Planning and decision making	<ul style="list-style-type: none">• Regularly monitors progress and takes appropriate action to ensure priorities are met.• Gathers information from readily available sources.• Considers information objectively to establish logical options and generate solutions.• Considers options and risks before making decision.• Determines resources and co-ordinates work logically to ensure tasks are completed effectively.