

Person Specification

Position Title	Business Support Administrator
Division / Section	Customer
Service Area	Resources
Responsible To	Business Support Officer

Person Specification

Qualifications, training and professional membership	• Knowledge and skills in a range of administration tasks at SVQ2 (or equivalent)	Essential
	• Evidence of continuing professional development	Desirable

The successful candidate will demonstrate evidence of the following experience, knowledge, skills and understanding. Evidence will be sought for selection purposes.

EXPERIENCE	• Providing business support /administration services to internal and / or external customers	Essential
	• Providing clerical and administrative services	Essential
	• Organisation and planning of workload and working with minimal supervision	Essential
	• Working in a large, complex organisation, preferably public sector	Desirable
KNOWLEDGE AND SKILLS	• Team working skills with the ability to work collaboratively and co-operatively with colleagues	Essential
	• Good interpersonal and communication skills – ability to communicate with a range of internal and external contacts	Essential
	• IT skills at intermediate level	Essential
	• Customer service skills	Essential
	• Ability to operate in a changing and challenging environment to manage competing priorities	Essential

**CREATIVITY
AND
INNOVATION**

- A flexible and pro-active approach to work including ability to prioritise Essential
- Ability to deal with sensitive information with discretion and to maintain confidentiality at all times Essential

Competencies and Values Framework

Applicants will also be measured against the following competencies as per the Competency Level outlined in [Our Competency and values framework](#):

- Customer focused**
- Is respectful and courteous to customers/clients
 - Understands and resolves customer/clients needs
 - Takes opportunities to improve customer/client services
 - Is aware of service levels expected and strives to meet them
 - Seeks and acts on feedback from customers/clients
 - Supports others when dealing with customers/clients
- Works Effectively with others**
- Treats team members fairly and equally, recognises and demonstrates appreciation of their contribution
 - Identifies with and has a shared commitment to achieving team objectives
 - Shares knowledge and information with others
 - Thanks others for their contribution and efforts
 - Fosters good working relationships within teams across the Council
 - Actively seeks others input and values their contributions
- Managing change**
- Is willing to try new or different ways of working
 - Displays a flexible attitude to duties and responsibilities
 - Reprioritises own work when deadlines are changed
 - Helps others to adapt to change.
- Taking Ownership and Responsibility**
- Manages own time effectively and works productively
 - Responds positively to feedback and takes appropriate action
 - Ensures own knowledge and skills are sufficient for the job
 - Considers how own behaviour affects others and changes accordingly
 - Recognises and acts when something needs to be done

Communicating Effectively

- Listens carefully and asks questions if understanding is unclear
- Uses simple and clear language
- Seeks advice when necessary
- Provides clear and accurate information
- Uses appropriate body language and eye contact

Planning and Decision Making

- Works in a planned and organised way
- Follows instructions and procedures
- understands what decisions can be taken within own duties and makes them when required
- Takes account of available resources when planning own work activities