

PERSON SPECIFICATION

Business Officer

All the criteria below, both essential and desirable, will be assessed via your application form; further methods will be used to support this in the interview/selection stage should your application progress. Please refer to this document and the job description when completing your application, giving examples. A re-wording of the criteria listed will not guarantee an interview.

[Method of Assessment: S - Scenario, I - Interview, P - Portfolio, T - Test, D – Documents]

Qualifications and training

Method of Assessment – D, I

Essential:

- 2 A 'Levels including math's and English level A-C – or equivalent

Desirable:

- ECDL
- Evidence of commitment to continued professional and personal development

The New GCSE Grading System:

- Grades 7-9 are equivalent to the old grades A and A*.
- The bottom of grade 7 aligns with the bottom of grade A.
- Grades 4-6 are equivalent to the old grades B and C.
- The bottom of grade 4 aligns with the bottom of grade C



Essential:

- Demonstrated ability in coordinating responses for Freedom of Information (FOI) and Subject Access Request (SAR) responses, updating systems, handling communication, and correspondence
- Demonstrate competence in complying with the statutory framework that regulates the processing, interpretation and dissemination of complex and sensitive information
- Experience in maintaining clear and accurate records of all requests and responses, disclosures, exemptions and related correspondence as required by the Data Protection Act 2018
- Ability to handle customer complaints and enquiries, and find solutions to issues
- Skilled in providing a range of administrative services across diverse stakeholders and functions, coupled with experience in delivering customer-focused services within a dynamic office setting
- Significant experience in collaborating with colleagues from different services or organisations on various projects, or initiatives, using effective communication, negotiation, and problem-solving skills
- Working knowledge of regulatory codes of practice and current legislation regarding data security and privacy
- Proficient in managing customer requests regarding the sharing of information and ensuring that information is disclosed in an appropriate manner
- Ability to work autonomously, balance multiple tasks, manage changing priorities within tight deadlines
- Adept at safeguarding sensitive information and complying with data protection regulations

Desirable:

- Proficiency in TCES, ContrOCC, Liquid Logic or equivalent software systems



Specialist skills and abilities

Method of Assessment – I, T

Essential:

- Proficiency in Microsoft Office: Skilled in using various Microsoft Office tools, such as Word, Excel, and PowerPoint, as well as managing emails, intranet, and internet
- Data Analysis and Evaluation: Ability to perform data analysis and evaluation tasks as needed, producing and presenting documents, briefings, and email responses in a timely and professional manner
- Regulatory Compliance: Understanding of applicable regulations and standards concerning FOI and SAR

Personal skills and attributes

Method of Assessment – I T

Essential:

- Effective communication and persuasion skills, with the ability to handle different situations and personalities with tact and professionalism
- Self-motivated, proactive, and flexible, with sound judgement and decision-making skills
- Ability to adjust to changing circumstances, including technologies and/or processes
- Skilled in communicating across various levels of seniority and stakeholders
- A confident approach and possesses the ability to gain trust and credibility internally and with external organisations
- Skilled in leading staff through change by communicating effectively, providing feedback, and fostering a positive work environment
- Able to adapt to different work schedules and demands



Special working conditions

Method of Assessment - I

Essential:

- Able to perform work duties remotely, however, must be prepared to attend primary works base as and when required.
- During a Pandemic, Epidemic or Major Incident, Emergency or Business Reason you may be asked to work from home or other location and on occasion to undertake duties that are not stated in your Job Description or Person Specification where there is a skill, competency, and experience match.

