PERSON SPECIFICATION

BUSINESS SUPPORT 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

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Qualifications and training

Method of Assessment – D, I

Essential:

- Five GCSEs at grades 4–9, including mathematics and English

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

Experience and knowledge

Method of Assessment – I, T

Essential:

- Experience in providing customer-focused services in a fast-paced office environment
- Proven expertise in providing administrative support to multiple individuals or teams, including scheduling meetings, drafting documents, updating systems, handling correspondence and processing financial transactions
- Proficient in maintaining data accuracy, addressing data quality issues, and ensuring that information is captured and recorded in case management systems that meet statutory requirements
- Ability to work under pressure and manage changing workloads to meet deadlines
- Proficient in handling, processing and communicating various kinds of information
- Can communicate clearly and professionally with internal and external stakeholders, both verbally and in writing
- Experience in working with a range of stakeholders-such as staff, colleagues, external agencies, individuals, representatives and families
- Able to work independently, manage multiple tasks within set timeframes
- Adept at safeguarding sensitive information and complying with data protection regulations

Desirable:

- Experience of ContrOCC, Liquid Logic or equivalent casework systems

Specialist skills and abilities

Method of Assessment – I

Essential:

- Skilled in using various Microsoft Office tools, such as Word, Excel, and PowerPoint, as well as managing emails, intranet, and internet
- Ability to perform data quality and evaluation tasks as needed and to produce documents and email responses in a timely and professional manner

Personal skills and attributes

Method of Assessment – I

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
- Strong skills in organisation, communication and problem solving
- Ability to work well and cooperate with others across different roles and departments with a commitment to support managers and teams to achieve shared goals
- Able to adapt to different work schedules and demands

Special working conditions

Method of Assessment – I

Essential:

- Ability to work from home on a regular basis, with the requirement to attend your primary work base as and when required.
- During a Pandemic, Epidemic or Major Incident or Emergency 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