

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 equivalent to SVQ2	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	• Excellent 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
	• Excellent IT skills	Essential
	• Excellent customer service and delivery skills	Essential
	• Ability to operate in a changing and challenging environment to manage competing priorities	Essential
	• A flexible and pro-active approach to work including ability to prioritise	Essential
CREATIVITY AND INNOVATION	• 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 | <ul style="list-style-type: none">• Promotes the importance of quality customer/client services within the team or with 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 |
| Works Effectively with others | <ul style="list-style-type: none">• 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 | <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• Constructively challenges current thinking and procedures and offers alternative solutions• Gains acceptance of necessary changes by communicating their benefits with conviction and enthusiasm |
| Taking Ownership and Responsibility | <ul style="list-style-type: none">• Takes the initiative to start activities or actions• Recognises when a decision is needed and commits to act• Is proactive, acts quickly to address current issues• Seeks feedback and takes appropriate action• Takes responsibility for personal development• Modifies own behaviour to influence different situations. |
| Communicating Effectively | <ul style="list-style-type: none">• Uses positive, appropriate language in all situations• Communicates clearly and concisely to influence others• Uses a variety of methods to communicate in the most effective manner• Creates a positive confident impression• Uses interpersonal skills to have a positive impact in meetings• Keeps written messages simple |

Planning and Decision Making

- Regularly monitors progress and takes corrective action to ensure priorities are met
- Gathers information from several readily available sources
- Considers information objectively to establish logical options and generate solutions
- Considers options and risks before making a decision
- Determines resources and co-ordinates work logically to ensure tasks are completed effectively

Political Sensitivity

- Understanding of the current issues in local government
- Applies common sense while being sensitive to the organisation's objectives at all times
- Awareness and ability to make connections across an organisation to deliver effective outcomes
- Recognises constraints - what is or is not possible in different circumstances
- Accepts that the political decision making process of the Council will influence the team/service