



Person specification			
Post title	Business Support Assistant	Grade	Band C-E
Service Area	Governance & Assets	Section/team	Business Support Service

Shortlisting Number	Criteria	Essential\Desirable	Method of assessment
Skills, knowledge, experience			
S1	Experience of completing administration duties e.g., telephone skills, photocopying, faxing, filing, minute taking, arranging meetings, reception, cash handling.	E	A
S2	Aware of, and able to use, the range of technology available within the workplace, including Microsoft and service specific applications.	E	A
S3	Ability to understand and follow set procedures	E	I
S4	Ability to think through and adapt a clear and appropriate approach to planning, prioritising, and organising work, to make the most efficient use of time and other resources.	D	I
S5	The ability to respond positively to changing circumstances and being flexible enough to work with a variety of tasks, situations, individuals, locations and adaptable to enable cover to be provided.	D	I
S6	Working co-operatively with others, within your own team and across the organisation, for the delivery of common organisational goals.	E	I
S7	Experience of completing tasks with minimum supervision to agreed deadlines, demonstrating initiative and resourcefulness.	E	A I
Personal attributes and circumstances			
P1	Integrity - ability to be open and honest, to maintain high standards of personal behaviour and display strong moral principles	E	I

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P2	Accountability - willingness to take personal responsibility for your actions and decisions, and to understand the consequences of your behaviour	E	I
P3	Respect - a strong desire to treat people with care and dignity, observing the rights of other people, and helping and supporting others where you can	E	I
P4	Commitment to improving personal skills and competencies.	E	I
P5	Must be self-motivated.	E	AI
P6	Must be able to respect confidentiality.	E	I
P7	Demonstrate awareness of equal opportunities and ability to work in a non-discriminatory way.	E	I
P8	Strong commitment to customer care and service improvement.	E	AI
Communication			
C1	A demonstrable willingness to share information and work with other people, including the ability to listen, communicate with and understand others, taking account of other people's points of view.	D	I
C2	Good verbal and written communication skills.	E	AI
Qualifications			
Q1	Good general standard of education.	E	AC
Health and safety			
H1	Ability to use equipment as instructed and trained	E	I

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H2	Ability to inform management of any health and safety issues which could place individuals in danger	E	I
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A = Application form C = Certificate E = Exercise I = Interview P = Presentation AC = Assessment Centre T = Test

Date	Approved by authorised manager	Designation

Where the post involves working with children, in addition to a candidate’s ability to perform the duties of the post, the interview will also explore issues relating to safeguarding and promoting the welfare of children, including:

- Motivation to work with children and young people
- Ability to form and maintain appropriate relationships and personal boundaries with children and young people
- Emotional resilience in working with challenging behaviours
- Attitudes to use of authority and maintaining discipline

We have a positive attitude to the employment of disabled people and guarantee an interview to those who meet **all** the necessary criteria of the person specification.

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