



PERSON SPECIFICATION

JOB TITLE	Business Support Officer Band 3
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	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT (Application / Interview/ Assessment)
QUALIFICATIONS	<p>Principles of administration and business –equivalent to NVQ/NQF level 2 or above or willingness to complete</p> <p>Clait level 2/ECDL – NVQ/OCR in IT Use level 2 or above or willingness to complete</p>	Recognised customer care/communication skills course	APPLICATION
KNOWLEDGE	<p>Principles of administration and business management</p> <p>Competent in use of Microsoft office applications (Outlook, Word, Excel, Access and Powerpoint) – excellent keyboard skills</p> <p>Ability to demonstrate practical experience of databases/booking systems</p> <p>Principles of excellent customer care</p> <p>Ability to take minutes/action notes at meeting</p> <p>Working knowledge of social media e.g. Twitter/Facebook</p>	Awareness of the national and local priorities and changing trends in end of life care	APPLICATION/ INTERVIEW/ ASSESSMENT
SKILLS AND PERSONAL ATTRIBUTES	<p>Excellent communication and interpersonal skills</p> <p>Excellent time management and organisational skills, ability to prioritise workload, manage multiple tasks concurrently, work autonomously and meet deadlines</p>	Comfortable working within a developing team where work priorities and opportunities are continually emerging	INTERVIEW/ ASSESSMENT

	<p>Flexible working practice; flexibility and adaptability of approach in response to the changing needs of the organisation – encouraging new ways of working and managing change</p> <p>Ability to use range of IT systems</p> <p>Ability to work systematically with attention to detail</p> <p>Ability to work with others to coordinate, develop, lead and deliver excellent administrative support to the organisation</p> <p>Willingness and keenness to develop and progress own skills and performance</p> <p>Willingness to use initiative and be flexible and adaptable in approach and attitude to work</p> <p>Ability to use own initiative and to exercise professional judgment and considerable discretion in guidance/information provided Ability to monitor and follow through decisions and disseminate information effectively</p> <p>Have the self-motivation and confidence to achieve personal and organisational goals</p> <p>Ability to communicate complex information at all levels to customers and colleagues using a variety of communication methods – oral and written</p> <p>Ability to produce and present information verbally and in writing</p> <p>Ability to mentor and support Business Support Assistants and Volunteers as required – to ensure consistency and quality standards are maintained across the team</p>		
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	Ability to contribute within a team, across teams and with other partner organisations		
EXPERIENCE	<p>At least two years recent experience working within a busy office environment providing administrative support to multiple users</p> <p>Use of IT skills and application to wide range of administrative and business functions</p> <p>Excellent customer service</p> <p>Experience of mentoring/supporting team members and/or Volunteers</p>		APPLICATION/ INTERVIEW
SPECIFIC JOB REQUIREMENT	Ability to use range of IT systems		INTERVIEW/ ASSESSMENT
OTHER	Car driver/ means of independent travel to various work settings across a wide geographical area.		APPLICATION