

Business Support Unit		
Person Specification		
Business Support Assistant – Level 2		
Post number: TBC	Post grade: LS 15	
ATTRIBUTES	ESSENTIAL	DESIRABLE
EXPERIENCE	<p>Experience of working in an office environment.</p> <p>Previous experience in dealing directly with the general public or customers.</p> <p>Experience of meeting targets and deadlines and working effectively under pressure.</p> <p>Experience of dealing with complex administrative processes.</p> <p>Experience of working within a Environmental Health & Licensing admin team</p>	<p>Experience of collating information for the purposes of performance management of the department.</p>
QUALIFICATIONS	<p>Evidence of good general numeracy, literacy and communication skills.</p>	
SPECIALIST KNOWLEDGE/ SKILLS	<p>Ability to assimilate knowledge required in a range of areas.</p> <p>Ability to judge what the important issues are in a customers query and prioritise the associated task / action.</p> <p>Have good communication skills and the ability to explain potentially complex issues to customers.</p>	<p>Able to demonstrate some knowledge of the functions of service areas throughout the council.</p> <p>Ability to interpret and understand information in relation to a range of I.T. applications.</p> <p>Experience of maximising income opportunities by the promotion and sales of products and services.</p>

	<p>Proven ability to problem solve</p> <p>Experience of using financial systems.</p>	
IT SKILLS	<p>Able to use Microsoft Office including Word, and Excel.</p> <p>Interrogation and analysis of technical and administrative databases.</p> <p>Experience of scanning and using a document management system.</p>	
PERSONAL CHARACTERISTICS	<p>Ability to demonstrate and evidence a flexible and “can do will do” attitude.</p> <p>Ability to prioritise and organise own workload.</p> <p>Ability to deal with frequent changes of task and urgency levels and to prioritise own workload accordingly.</p> <p>Helpful and eager to resolve enquiries.</p> <p>Ability to work well in a small team without supervision.</p> <p>Well organised, and highly motivated.</p> <p>Able to work well under pressure to tight deadlines.</p> <p>Customer service focussed with good communication skills.</p> <p>Able to complete work both efficiently and accurately to a high standard.</p> <p>Able to demonstrate integrity</p>	

OFFICIAL

	when dealing with information.	
PHYSICAL REQUIREMENTS	Ability to lift and move items such as stationery and files; reasonable adjustments will be made in line with the Equality Act 2010	
SPECIAL WORKING CONDITIONS	To undertake work for all service areas throughout the organisation and may be required to work at other Council sites throughout the Borough.	
<p>Approved by: Cara Prendergast</p> <p>Date: May 2026</p>		

* *Reasonable adjustments will be made in line with the Equality Act 2010