

<b>Business Support Unit</b>		
<b>Person Specification</b>		
<b>Business Support Assistant – Level 1</b>		
<b>Post number: TBC</b>	<b>Post grade: LS 16</b>	
<b>ATTRIBUTES</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>EXPERIENCE</b>	<p>Experience of working in an office environment undertaking routine administrative duties</p> <p>Previous experience in dealing directly with the general public or customers</p> <p>Ability to meet targets and deadlines and work effectively under pressure</p> <p>Ability to prioritise and organise own workload</p>	Experience of receiving and inputting applications/bookings
<b>QUALIFICATIONS</b>	Evidence of good general numeracy, literacy and communication skills	
<b>SPECIALIST KNOWLEDGE/ SKILLS</b>	<p>Good standard of knowledge of general office procedures</p> <p>Experience of using Financial systems</p>	
<b>IT SKILLS</b>	<p>Experience with Microsoft Office including Word and Excel</p> <p>Data input and retrieval of information in and administrative databases</p> <p>Experience of scanning and using a document management system</p>	

<b>PERSONAL CHARACTERISTICS</b>	<p>Able to demonstrate and evidence a flexible and “can do will do” attitude</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 with minimal supervision.</p> <p>Well organised, flexible 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 demonstrate integrity when dealing with information</p>	<p>Able to demonstrate some knowledge of the functions of the service areas throughout the council</p>
<b>PHYSICAL REQUIREMENTS</b>	<p>This role involves lifting and moving items such as parcels, stationery and files; reasonable adjustments will be made in line with the Equality Act 2010</p>	
<b>SPECIAL WORKING CONDITIONS</b>	<p>To undertake work for all service areas throughout the organisation and may be required to work at other Council sites throughout the Borough,</p>	
<b>Driving Licence</b>		<p>This would be desirable &amp; use of a car daily.</p>
<p>Approved by: Cara Prendergast Date: Feb 2026</p>		
<p>*Reasonable adjustments will be made in line with the Equality Act 2010</p>		