

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

	Experience of scanning and using a document management system	
PERSONAL CHARACTERISTICS	Able to demonstrate and evidence a flexible and “can do will do” attitude Ability to deal with frequent changes of task and urgency levels and to prioritise own workload accordingly Helpful and eager to resolve enquiries Ability to work well in a small team with minimal supervision. Well organised, flexible and highly motivated Able to work well under pressure to tight deadlines Customer service focussed with good communication skills Able to demonstrate integrity when dealing with information	Able to demonstrate some knowledge of the functions of the service areas throughout the council
PHYSICAL REQUIREMENTS	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	
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,	
Driving Licence	Driving Licence & use of a car is required	

OFFICIAL

Approved by: Cara Prendergast

Date: Feb 2026