



Person Specification

Job Title: Business Support Officer

Grade: GR3

Reporting to: Business Support Team Leader

Method of Assessment (M.O.A.) A.F. = Application Form; I = Interview; T. - Test or Exercise; C. – Certificate; P. – Presentation.

CRITERIA	ESSENTIAL	M.O.A.
Education/Qualifications	1. To have a broad range of practical & procedural knowledge of office administration or to hold a relevant qualification such as NVQ level 2 or equivalent	AF & I
Experience (Relevant work and other experience)	1. Experience of managing a number of conflicting priorities, the ability to organise own workload and decide priorities 2. Experience of managing a group of staff ensuring clear expectations and driving outcome focused performance 3. Experience of handling and processing manual or computerised information 4. Evidence of willingness for continuous professional development	AF, I & T AF & I AF & I AF & I
Skills & Ability e.g. written communication skills, dealing with the public etc.	1. Good literacy and numeracy skills 2. Good ICT skills 3. Good understanding of customer service having worked in customer facing environments. 4. The ability to independently interpret and analyse information and facts to solve varied problems 5. The ability to communicate complicated or sensitive information with varied audiences in person and/or in writing 6. The ability to use the keyboard with some precision and speed 7. The ability to organise, support and record meetings appropriately 8. The ability to use own initiative to respond independently to difficult problems and unexpected situations 9. The ability to work under pressure including meeting deadlines and dealing with interruptions 10. The ability to cope with situations where there is an emotional demand arising from the work being undertaken. 11. The ability to resolving internal/external issues and providing a solution focused response 12. The ability to manage a process, ensuring accurate and timely outputs. 13. The ability to account for or be accountable for financial resources – budget monitoring/reporting 14. The ability to work flexibly as part of a team environment, providing cover when needed to ensure continuity of service provision.	AF & I AF & T AF & I AF & I AF, I & T AF & I AF & I AF & I AF & I AF & I AF & I I AF, I

	15. An ability to fulfil all spoken aspects of the role with confidence using the English Language as required by Part 7 of the Immigration Act 2016	I
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Desirable	1. Certificate in keyboarding 2. Microsoft office at intermediate level 3. Experience of working for local government or a Children's services related sector or similar environment.	
Other		

Birmingham Children's Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment

All staff are expected to **understand** and be **committed** to Equal Opportunities in employment and service delivery.