



Person Specification

Note To Applicants

The points that are marked 'E' are the essential requirements. You should pay particular attention to these points and provide evidence of meeting them. Failure to do so may mean that you will not be invited for interview.

The points that are marked 'D' are the desirable requirements that enhance a person's capacity to do the job.

Job Title	Business Support Officer – Safeguarding & Legal
Grade	5
Directorate	Children's Services
Service	Children's Social Care

Criteria

Experience		
1. Ability to utilise Information Technology systems (particularly Word, Excel, PowerPoint and email) to facilitate efficient service delivery.	A,I	E
2. Experience of providing administrative work task to a high level and covering a wide range of support functions/service areas.	A,I,T	E
3. Experience in working effectively in an environment with high levels of work related pressure with deadlines, interruptions, and work demands using own initiatives to prioritise workloads.	A,I	E
4. Experience of working in a Children's Social Care environment with exposure to sensitive information	A,I	D
5. Effectively handling information with complete confidentiality	A,I	E
6. Experience of problem solving, using own initiative, with minimal supervision	A,I,T	E
7. Have experience of working as part of a team.	A,I	E
8. Have experience of working in busy office environment.	A,I	D

9. Have experience of working to financial processes/procedures (e.g. year-end procedures, processing invoices etc).	A,I,T	D
--	-------	---

Skills and Abilities		
1. Excellent interpersonal skills, and proven experience of dealing effectively, politely and diplomatically with people both on the phone and face to face	A,I,T	E
2. Excellent minute taking skills, with the ability to accurately record and extract all relevant data	A,I	E
3. Ability to work as part of a busy and cohesive team and the flexibility to cover for colleagues in their absence if/when required	A,I	E
4. Ability to support new/existing colleagues to learn new processes in order to support the team	A,I	E
5. Ability to work calmly and effectively when under pressure to establish priorities and to determine independently appropriate courses of action to a range of issues within timescales and to deadlines	A,I,T	E
6. Excellent organisational skills with the ability to develop actions, activities or events in co-ordination with diary commitments	A,I,T	E
7. Ability to demonstrate capacity to prioritise a heavy workload.	A,I,T	E
8. Have the ability to produce numerical/written work without supervision and to a high standard.	A,I,T	E
9. The ability to follow process/procedures to deal with confidential material correctly.	A,I	E

Education, Qualifications and Knowledge		
1. Be educated to GCSE or equivalent standard with 5 A*- C GCSEs or equivalent – including Maths and English.	A,C	E
2. Level 3 Administration/Business Qualification/Equivalent Experience	A,C	D
3. Knowledge and understanding of Council policies and procedures	A	D
4. Good communication skills	A,I	E
5. Show a knowledge of local government finance regulations/procedures.	A,I	D

Other Requirements

1.	You will be required to work 37 hours per week, over 5 days	A,I	E
2.	You will be required to work flexibly within a team and occasionally work after 5pm if business needs require it.	A,I	E
3.	Commitment to own continuous professional development.	A,I	E

Commitment To Equal Opportunities			
1.	Provide evidence of commitment to valuing equality and diversity and promoting equal opportunities.	A,I	E

Commitment To Service Delivery / Customer Care			
1.	Demonstrate a high level of commitment to customer care, in particular providing an effective service.	A,I	E

Climate and Sustainability			
	Holds a Carbon Literacy Certificate (or related qualification), or willing to undertake Carbon Literacy related training, in support of the council's climate and sustainability objectives.	C	E

Methods of Assessment Key			
A Application Form	I Interview	C Certificate	
T Test	P Presentation	AC Assessment Centre	

Review Arrangements			
The details contained in this person specification reflect the experience, skills, abilities, qualifications etc required of the jobholder. It is acknowledged that these may change over time. Consequently, the Council may revise this person specification from time to time and will consult with the post holder at the appropriate time.			

Prepared / Revised By	Tania Young
------------------------------	-------------

Role	Service Development Manager
Date	March 2025