



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.

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| Job Title | Business Support Officer - Transformation |
| Grade | 5 |
| Directorate | People |
| Service | Adult Social Care – Contracts & Commissioning |

Criteria

| Experience | | |
|---|-----|---|
| Experience of working in a team environment. | A/I | E |
| Experience of working with large datasets, including MS Excel databases and software specific databases | A/I | E |
| Experience or knowledge of the functions of children's and adult's social care services | A/I | D |
| Experience of financial administration systems | A/I | D |
| Experience of using software applications in a Windows environment | A/I | E |

| Skills and Abilities | | |
|---|-----|---|
| Skilled in using Microsoft Office products, such as Excel, Word, Outlook | A/I | E |
| Ability to process payments and enter data accurately into databases with strong attention to detail and problem solving. | A/I | E |
| Ability to collate and analyse information effectively | A/I | E |

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|--|-----|---|
| Good report writing skills, Excellent interpersonal skills and communication skills across a range of audiences. | A/I | E |
| Ability to work to own initiative and adapt to changing working environments and demands. | A/I | E |
| Good problem solving skills & be able to work to tight deadlines and respond to conflicting demands. | A/I | E |

| Education, Qualifications and Knowledge | | |
|--|-----|---|
| Minimum of 5 GCSE passes, or equivalent (to include English and Maths) at Grade C or above. | A/I | E |
| Knowledge of confidentiality and sensitivity issues in relation to information/data sharing. | A/I | E |
| A sound knowledge of administrative systems, including financial administration and procedures | A/I | E |
| A knowledge of administrative systems related to contract management. | A/I | D |
| Awareness of the requirements set out within the GDPR | A/I | D |

| Other Requirements | | |
|---|-----|---|
| Flexible approach to work, with an ability to respond to varied requirements, prioritise accordingly and work effectively to tight deadlines. | A/I | E |
| Able to organise oneself and act on own initiative. | A/I | E |
| Ability to work as a member of a team and to provide guidance and accept guidance from other staff members. | A/I | E |

| Commitment To Equal Opportunities | | |
|--|-----|---|
| Ability to understand and demonstrate commitment to equality and diversity within the context of the relevant service. | A/I | E |

| Commitment To Service Delivery / Customer Care | | |
|--|-----|---|
| Ability to build and maintain positive working relationships with others outside the immediate team. | A/I | E |

| | | |
|---|-----|---|
| Exercise high levels of confidentiality and integrity around partner relationships. | A/I | E |
| Able to undertake appropriate training as necessary. | A/I | E |
| Commitment to improving outcomes for services users and providing a high-quality support service. | A/I | E |

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|--|-----|---|
| 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. | A/I | E |

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

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| 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. |

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| Prepared / Revised By | Megan Rhule |
| Role | Contracts & Commissioning Team Manager |
| Date | 18/02/2026 |