

Person specification

Post

Business Support Officer

Values

Our values framework sets out the behaviours that are important and that we expect everyone to demonstrate at work, regardless of grade and position.

The framework will set out our expectations about:

- how we do things
- how we treat others
- what we say and how we say it
- how we expect to be treated

We value:

- Connecting people, places, partnerships and working together
- Integrity and honesty to ensure that we are open and accountable
- Dynamic approach to the delivery of services with drive and energy
- Innovative people who like doing things differently and better

Specification

Please indicate which attributes are Essential/ Desirable and measured in the Interview/ Application/ Test.

Personal qualities / Aptitudes / Behaviours

- You participate in and are committed to team work. Essential, Application, Interview
- You listen to and learn from other people Essential, Application, Interview
- You share learning, information, knowledge and resources. Essential, Application, Interview

- You are accountable for the decisions you make. Essential, Application, Interview
- You identify new opportunities and turn these into goals and actions. Essential, Application, Interview
- You create solutions and encourage innovation wherever you can. Essential, Application, Interview
- You embrace and adapt to change. Essential, Application, Interview
- You share ideas and opportunities with colleagues. Essential, Application, Interview
- You continually strive to improve by reflecting, learning and developing. Essential, Application, Interview

Education/ Qualifications

- A good level of general education, including GCSEs, or equivalent, in English and Maths (at grade C or above). Essential, Application
- NVQ level 3 in appropriate subject i.e. Business Administration or Customer Services. Desirable, Application

Experience/ Knowledge

- Knowledge & understanding of customer care. Essential, Application, Interview
- Working knowledge of Microsoft software packages, e.g. Word, Excel etc. Essential, Application, Interview, Test
- Knowledge of SCDC organisation & structure & the roles & responsibilities of other Corporate Areas and how they interlink with the planning service. Desirable, Application, Interview
- Demonstrable knowledge and experience of office practice and procedures, e.g. financial, administrative, personnel, operational. Desirable, Application, Interview

Skills and Abilities

- Accurate keyboard & mouse skills are integral to undertaking a range of tasks. E.g. production of reports, correspondence, presentations, documentation, data input, interrogate systems etc. Essential, Application, Interview, Test
- Good verbal & written communications skills to provide advice, guidance and information to a range of audiences. Essential, Application, Interview, Test
- Ability to maintain a range of records using own Corporate Area's admin/finance/management systems with precision. Essential, Application, Interview, Test
- Ability to understand and facilitate project management processes. Desirable, Application, Interview

Miscellaneous/ Other Working Requirements

- Requirement to travel to the Guildhall in Cambridge to provide support to the Planning Service as needed. Essential, Interview
- May occasionally be required to travel to off-site destinations to support events, conferences etc. Essential, Interview
- Very occasional need to support officers at evening meetings