



| Person Specification |                            |                       |   |
|----------------------|----------------------------|-----------------------|---|
| <b>Post title</b>    | Business Support Assistant | <b>Grade / Salary</b> | Pay Band C / £24,027 - £24,404 per annum<br>Pay Band D / £24,790 - £25,183 per annum<br>Pay Band E / £25,584 – £27,269 per annum<br>(bar at top of C & D) |

**This post is exempt from the provisions of the Rehabilitation of Offenders Act – applicants must disclose all criminal convictions including those which are ‘spent’, in addition to any cautions and bind over orders received in the last 12 months**

To be successful in this role you will need to demonstrate how you meet the criteria below at application & interview stage.

| Shortlisting Number                  | Criteria  | Method of assessment |
|--------------------------------------|---|----------------------|
| <b>Skills, knowledge, experience</b> |   |                      |
| S1                                   | Experience of completing administration duties e.g, call handling, minute taking, arranging meetings, reception, cash handling.   | A/I                  |
| S2                                   | Aware of, and able to use, the range of technology available within the workplace, including Microsoft, Teams, SharePoint and service specific applications.  | A/ I                 |
| S3                                   | Ability to understand and follow set procedures   | I                    |
| S4                                   | Ability to think through and adapt a clear and appropriate approach to planning, prioritising, and organising work, to make the most efficient use of time and other resources.                         | I                    |
| S5                                   | The ability to respond positively to changing circumstances and being flexible enough to work with a variety of tasks, situations, individuals, locations and adaptable to enable cover to be provided. | A/I                  |
| S6                                   | Working co-operatively with others, within your own team and across the organisation, for the delivery of common organisational goals.  | A/I                  |

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|  |   |        |
|--|---|--------|
| S7   | Experience of completing tasks with minimal supervision to agreed deadlines, demonstrating initiative and resourcefulness   | A/I    |
| <b>Personal attributes and circumstances</b> |   |        |
| P1   | You must adhere to the “Knowsley Better Together” staff qualities; Integrity, Accountability, Communication and Respect   | I      |
| <b>Communication</b>                         |   |        |
| C1   | A demonstrable willingness to share information and work with other people, including the ability to listen, communicate with and understand others, taking account of other people’s points of view. | I      |
| C2   | Good verbal and written communication skills.   | A/I    |
| <b>Qualifications</b>                        |   |        |
| Q1   | NVQ Business Administration or equivalent   | A/I/ C |

**CV/SS** = Curriculum Vitae/Supporting Statement **A** = Application Form **C** = Certificate **E** = Exercise **I** = Interview  
**P** = Presentation **AC** = Assessment Centre **T** = Test

**Where the post involves working with children, in addition to a candidate’s ability to perform the duties of the post, the interview will also explore issues relating to safeguarding and promoting the welfare of children, including:**

- **Motivation to work with children and young people.**
- **Ability to form and maintain appropriate relationships and personal boundaries with children and young people.**
- **Emotional resilience in working with challenging behaviours.**
- **Attitudes to use of authority and maintaining discipline**

We have a positive attitude to the employment of disabled people and guarantee an interview to those who meet **all** the necessary criteria of the person specification.

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