



Person Specification			
<b>Post title</b>	Business Support Assistant	<b>Grade</b>	C – E (bar at top of C & D)

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
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.	I
S7	Experience of completing tasks with minimal supervision to agreed deadlines, demonstrating initiative and resourcefulness	A, I
S8	Experience in delivering high quality customer service.	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	For customer facing roles only - the ability to speak fluent English	I
C2	A demonstrable willingness to share information and work with other people, including the ability to	I

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	listen, communicate with and understand others, taking account of other people's points of view.	
C3	Good verbal and written communication skills.	A,I
<b>Qualifications</b>		
Q1	NVQ Business Administration or equivalent experience in an administration role	A

**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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