



Person Specification			
Post title	Business Support Assistant	Grade	C – E (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 bindover 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
Skills, knowledge, experience		
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
Personal attributes and circumstances		
P1	You must adhere to the “Knowsley Better Together” staff qualities; Integrity, Accountability, Communication and Respect	I

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Communication		
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 listen, communicate with and understand others, taking account of other people's points of view.	I
C3	Good verbal and written communication skills.	A,I
Qualifications		
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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