

PERSON SPECIFICATION

Job Title: Business Support Officer

Directorate & Section/Unit: Worcestershire Safeguarding Children Partnership

Salary Grade: 3

EXPERIENCE: (Of delivering outcome/objectives/service improvements etc, not just time served)

It is **essential** that the post holder has:

- Considerable experience of working in a busy, cross-functional support service
- Demonstrable experience of financial administrative support
- Considerable experience of developing and/or streamlining processes within a role
- Considerable experience of working using IT systems, in particular Microsoft Office
- Considerable experience of working to deadlines

It is **desirable** that the post holder has:

- Demonstrable experience of social care services provided to adults and/or children

KNOWLEDGE, SKILLS AND ABILITIES:

It is **essential** that the post holder has:

- A detailed knowledge of the demands of a busy, cross-functional office
- A working knowledge of the practices and procedures required to support services
- An ability to develop processes in the most effective way in order to undertake a wide range of tasks
- Excellent communication skills – both written and oral
- Excellent interpersonal skills
- Excellent Customer Service skills and ability to interact appropriately with internal and external customers
- A working knowledge of all software packages within Microsoft Office (Word, Excel, PowerPoint)
- The ability to work effectively within a team and with other teams when required
- The ability to work on own initiative, and to question and enquire appropriately
- The ability to prioritise workloads in order to meet deadlines
- The ability to develop, implement and monitor both computerised and manual systems
- The ability to maintain absolute confidentiality

It is **desirable** that the post holder has:

- A working knowledge of the types of social care services provided to adults and/or children

QUALIFICATIONS/TRAINING & DEVELOPMENT:

It is **essential** that the post holder has:

- NVQ/Diploma Level 2 or an equivalent level of qualification in English and Mathematics
- A Level 1 qualification in Essential Digital Skills or evidence of excellent IT skills in Microsoft Office

It is **desirable** that the post holder has:

- NVQ/Diploma Level 3 in Business Support (or equivalent, relevant qualification)

ADDITIONAL INFORMATION

It is **essential** that the post holder has:

- An understanding of, and commitment to equal opportunities
- An ability to travel to locations throughout the County

Author: Sammi Young

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