

PERSON SPECIFICATION

Job Title: Business Support Officer
Directorate & Section/Unit: Children's Social Care and Safeguarding Services
Salary Grade: Scale 5

EXPERIENCE:

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

- Significant experience of working in children's social care or similar environment.
- Considerable experience working in a role responsible for co-ordinating activities.
- Demonstrable computing experience, especially in the use of software packages of MS Office including the use of spreadsheets and databases.

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

- Considerable experience working in a role with lead responsibility for outcomes.
- Experience working on projects in collaboration with others.
- Experience of managing budgets.

KNOWLEDGE, SKILLS AND ABILITIES:

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

- Knowledge of issues relevant to children's safeguarding and the ability to apply this knowledge.
- An ability to extract, present and convey accurate information and to disseminate such information where required.
- An ability to influence and negotiate with a range of staff and representatives from partner organisations and agencies.
- The confidence to make decisions that resolve blocks to the delivery of the service.
- A polite, efficient manner particularly when working under pressure and in circumstances where interruption may be common place.
- The ability to recognise, acknowledge and have regard to confidential and sensitive matters including child protection.
- A willingness to enhance personal performance by seeking out constructive feedback, gaining insight and awareness of personal strengths and challenges.

QUALIFICATIONS/TRAINING & DEVELOPMENT:

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

- Educated to NVQ Level 3 in a relevant subject or equivalent.

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

- ECDL / IT qualification/certificate

ADDITIONAL INFORMATION:

This is a demanding role and the job holder must be capable of responding positively to the significant scrutiny for Children's Services. The job holder must be able to work flexibly to deliver the requirements of the job. Travel throughout the County is required.

Author: Siobhan Williams Date: December 2012
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