

### Person Specification

Job Title: Business Support Officer	Salary: £19,329.26
Base: North Shields/Middlesbrough / Sheffield/East Midlands	Team: Business Support Team

**Assessment method – A= application, I = Interview, T = test/presentation, R = references, S = shortlisting**

Essential Criteria		Desirable Criteria	
<b>Qualifications and Training</b>			
<ul style="list-style-type: none"> <li>Minimum of 5 GCSE's including English Language and Mathematics at grade C/4 or above (or equivalent qualification / experience)</li> </ul>	A /S	<ul style="list-style-type: none"> <li>ECDL</li> <li>NVQ Level 3 in Business Administration or the commitment to undertake appropriate training to the level required</li> </ul>	A/S A/S
<ul style="list-style-type: none"> <li>Advanced IT skills using office software packages e.g. Microsoft Word, Excel and Outlook and PowerPoint</li> </ul>	A/S		
<ul style="list-style-type: none"> <li>Evidence of Continuing Professional Development</li> </ul>	A/S		
<b>Knowledge and Experience</b>			
<ul style="list-style-type: none"> <li>Experience of working with a range of administrative systems and processes including process of invoices and payments</li> </ul>	A/S	<ul style="list-style-type: none"> <li>Understanding of the looked after system, including relevant legislation and practice issues</li> </ul>	A/I
<ul style="list-style-type: none"> <li>Experience in minute taking and accurate production of minutes</li> </ul>	A/S	<ul style="list-style-type: none"> <li>Experience working within a multi disciplined organisation</li> </ul>	A/I
<ul style="list-style-type: none"> <li>Experience in delivering excellence in customer service</li> </ul>	A/S	<ul style="list-style-type: none"> <li>Experience of providing administrative support within a social care setting</li> </ul>	A/S
<ul style="list-style-type: none"> <li>Experience of working closely with multi agency professionals for example local authority staff</li> </ul>	A/S		
<b>Skills</b>			
<ul style="list-style-type: none"> <li>Proven ability to organise and prioritise work and work to tight, often conflicting, deadlines</li> </ul>	I		
<ul style="list-style-type: none"> <li>Ability to think creatively and identify solutions to problems</li> </ul>	I		
<ul style="list-style-type: none"> <li>Ability to use initiative successfully within a team</li> </ul>	A/I		
<ul style="list-style-type: none"> <li>Excellent written and verbal communication skills, with attention to detail</li> </ul>	A/I		
<ul style="list-style-type: none"> <li>Good negotiation and</li> </ul>	I		

<ul style="list-style-type: none"> <li>influencing skills</li> <li>Ability to build and maintain excellent professional and effective relationships</li> <li>Good standard of IT skills – including a intermediate level knowledge of using word processing, spreadsheets and databases</li> <li>Ability to produce and analyse statistical information from a variety of sources</li> </ul>	A/S/I  A/S  A/S		
<b>Safeguarding and promoting the welfare of Children and Young People</b>			
<ul style="list-style-type: none"> <li>An understanding of safeguarding issues, and the legislative safeguarding framework</li> <li>Demonstrates an understanding of safeguarding issues</li> <li>Understands the principles of confidentiality</li> <li>Recognises the limits of own authority within the role</li> </ul>	A/I  I  A/I  A		
<b>Working within professional boundaries</b>			
<ul style="list-style-type: none"> <li>Accepts responsibility and accountability for own work and can define the responsibilities of others</li> <li>Ability to maintain clear professional boundaries when working with Children and Young People</li> </ul>	I  A/I		
<b>Personal Qualities</b>			
<ul style="list-style-type: none"> <li>Treat people in a fair and non – judgemental way and with dignity and respect and promotes children and young people's equality, diversity and rights</li> <li>Resilient</li> <li>Energetic and enthusiastic</li> <li>Committed to the best outcomes for Children and Young People</li> <li>Demonstrates understanding and clear commitment to the values of the Agency</li> </ul>	I  A/I A/I A/I  A/I  A		

<ul style="list-style-type: none"> <li>Understanding of the Not for Profit Sector</li> </ul>			
<b>Emotional awareness</b>			
<ul style="list-style-type: none"> <li>Demonstrates empathy for the concerns of others</li> <li>Listens to and understands directly and indirectly expressed feelings</li> <li>Shows respect for others feelings, views and circumstances</li> </ul>	I I I		
<b>Self awareness</b>			
<ul style="list-style-type: none"> <li>Has a balanced understanding of self and others</li> <li>Can demonstrate flexibility in approach</li> <li>Shows a realistic understanding of the challenges of working with children and young people</li> <li>Self sufficient and self motivated with the ability to work independently or in a team, recognising when issues need to be escalated or require input from other</li> <li>Demonstrates a commitment to Continuous Personal Development</li> </ul>	I I I A/I A		
<b>Job circumstances</b>			
<ul style="list-style-type: none"> <li>Ability to work flexibly to meet the needs of the service, which may include occasional evenings and weekends</li> <li>Ability to travel as required in given region</li> <li>Current full driving licence</li> </ul>	A/I/S A/S A/S		