

Person Specification

Job Title	Business Support Officer (Training & Development)
Grade	Scale 5
Service/Section	Street Services
Directorate	Communities, Environment and Central

Shortlisting Criteria: Essential criteria assessed via application form should be used to shortlist.

Criteria	Essential/ Desirable
Knowledge	
Knowledge of processes associated with supporting the delivery of an extensive training programme, preferably in an operational environment.	E
Skills and Abilities	
Ability to take a flexible approach so that the full range of tasks can be completed within required timescales managing competing demands whilst using own initiative.	E
Sound working knowledge of and ability to use IT systems and processes including Microsoft Outlook, Teams, Word, and Excel.	E
Experience	
Demonstrable experience of carrying out a range of administrative tasks associated with the coordination and delivery of comprehensive training programmes.	D
Assist with sourcing internal/external trainers and facilitators to secure their availability and services to support the delivery of the departmental training programme.	D
Maintenance of service wide training & development records (Learning Management System) to support the 'Skills Gap Analysis' and to inform the future training programme/requirements.	D
Understanding of and ability to maintain confidentiality and data protection in accordance with the council's information governance policies and procedures.	E

Equal Opportunities	
Understanding of and commitment to the Council's equal opportunities policies and ability to put into practice in the context of this post.	E
Understanding of and commitment to achieving the Council's staff values and ability to put into practice in the context of this post.	E