

Person Specification



Job Title	Business Support Officer (Operations)
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 operational environmental services and the associated day-to-day administrative support requirements.	D
Skills and Abilities	
Ability to take a flexible approach so that the full range of tasks can be completed within required timescales whilst managing competing demands and using own initiative.	E
Sound working knowledge of and ability to use IT systems and processes (i.e., Microsoft Outlook, Teams, Word, and Excel) including database management and the production of performance and cost related reports.	E
Experience	
Excellent written, organisational and oral communication skills.	E
Experience of using an operational Environmental Management System to raise and handle support and operational requests.	D
Understanding of and ability to maintain confidentiality and data protection in accordance with the council's information governance policies and procedure	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