



| Person Specification | | | |
|----------------------|--------------------------|-----------------------|--|
| Post title | Business Support Officer | Grade / Salary | Pay Band G / £31,067 - £32,654 per annum |

To be successful in this role you will need to demonstrate how you meet the criteria below at application & interview stage.

| Shortlisting Number | Criteria | Method of assessment |
|--|---|----------------------|
| Skills, knowledge, experience | | |
| S1 | Experience leading & developing an administration/operational team. Experience of working as part of a team in the successful delivery of administration/operational support. | CV/SS, I |
| S2 | Able to lead others under pressure, prioritising work against competing demands to meet deadlines. | CV/SS, I |
| S3 | Ability to input, collate, interpret and present information in a variety of formats including the production of clear and concise reports. | CV/SS, I |
| S4 | Excellent time management skills and ability to work using your own initiative | I |
| S5 | Experience or ability of note\minute taking at complex/ service meeting as required. | CV/SS, I |
| S6 | Proven ability of dealing with difficult and sensitive situations | I |
| S7 | Experience of handling information in adherence to GRPR [General Data Protection Regulation] | CV/SS, I |
| S8 | Proficient in using Microsoft Office, including Teams. | CV/SS, I |
| Personal attributes and circumstances | | |
| P1 | You must adhere to the “Knowsley Better Together” staff qualities; Integrity, Accountability, Communication and Respect | I |
| Communication | | |
| C1 | A demonstrable willingness to share information and work with other people, including the ability to listen, communicate with and understand others, taking account of other people’s points of view. | I |
| C2 | Good written and oral skills with ability to present ideas in a clear and comprehensible way, with the ability to communicate with all levels of the organisation. | I |

June 2024





| Qualifications | | |
|----------------|---|----------|
| Q1 | ILM Qualification [Institute of Leadership and Management] or equivalent experience | CV/SS, C |

CV/SS = Curriculum Vitae/Supporting Statement **A** = Application Form **C** = Certificate **E** = Exercise **I** = Interview
P = Presentation **AC** = Assessment Centre **T** = Test

Where the post involves working with children, in addition to a candidate's ability to perform the duties of the post, the interview will also explore issues relating to safeguarding and promoting the welfare of children, including:

- Motivation to work with children and young people.
- Ability to form and maintain appropriate relationships and personal boundaries with children and young people.
- Emotional resilience in working with challenging behaviours.
- Attitudes to use of authority and maintaining discipline

We have a positive attitude to the employment of disabled people and guarantee an interview to those who meet **all** the necessary criteria of the person specification.

June 2024

