

EMPLOYEE SPECIFICATION

DIRECTORATE: All Schools Model

JOB TITLE: Senior Business Support Officer (6)

GRADE: 6

	ATTRIBUTES	RELEVANT CRITERIA	HOW IDENTIFIED	RANK
1.	RELEVANT EXPERIENCE	1.1 Proven experience of word processing or administrative work including reception duties. 1.2 Experience of working with computer packages e.g. Microsoft Word, Excel and Access.	Application Form / Selection Process	A A
2.	EDUCATION AND TRAINING ATTAINMENTS	2.1 Numeracy and literacy skills in order to produce complex and specialist documentation and statistical information including, the collation and accounting for cash. 2.2 Business & Administration NVQ 3, or equivalent qualification or able to demonstrate equivalent skills	Application Form / Selection Process	A A
3.	GENERAL AND SPECIAL KNOWLEDGE	3.1 Knowledge of computer packages and how these are used to design and produce documents in a business environment. 3.2 Understanding of the basic principles of customer care and providing an effective service. 3.3 Understanding of Schools Management Information systems and updating of websites 3.4 Appreciation of the need to maintain strictest confidentiality about matters concerning school and how this relates to the duties of the post 3.5 A knowledge of Special Educational Needs and Disabilities Assessment, including Education, Health and Care Plan's (EHCP's).	Application Form/ Selection Process	A A B A B
4.	SKILLS AND	4.1 Literacy skills to produce specialist word processing and administrative		A

	ABILITIES		support, including management reports, plan & organise meetings and use of electronic messaging systems.	Application Form/ Selection Process	
		4.2	Numeracy skills to produce statistical information, the collation and accounting for cash including the maintenance of stock and ordering of products and services.		A
		4.3	Ability to provide assistance and support to others on processes and systems.	Application Form/ Selection Process	B
		4.4	Ability to deal with sensitive and confidential information and respond positively to the demands of a varied workload.		A
		4.5	Ability to produce work to meet agreed targets, strict deadlines and to required standards.		A
		4.6	Able to provide excellent customer service and deal with difficult enquiries appropriately.		A
5.	ANY ADDITIONAL FACTORS	5.1	Commitment to undertake continued training and development		A
		5.2	Willingness to undertake an enhanced Disclosure and Barring Service check. Please note a conviction may not exclude candidates from employment but will be considered as part of the selection process.	Application Form/ Selection Process	A

Please make sure that you demonstrate your ability to meet the requirements of the job by giving clear, concise examples of how you meet each criteria on your application form. The letters A, B and C in the "Rank" column refer to the importance we will give your answers when we read your applications. You must have all the A's on day one to be able to do the job, you need to have all the B's to do the job, but they could be learnt during the induction, and if you have C criteria this would be an additional bonus. We recognise and welcome our responsibility to remove any barriers in our Recruitment and Selection process for disabled people. We have tried to do this, but if you have a disability and identify any barriers in the job description or employee specification, please tell us of these in your application. We are committed to making reasonable adjustments to the job wherever possible and it would help us to know your needs in order to do this.

Where criteria are to be identified through the "Selection Process", this may involve written exercises, group discussions, presentations, interview etc.

ES Prepared/Amended	JAN 2015
Refers to Estab(s)	Schools
REF	BS06