EMPLOYEE SPECIFICATION

DIRECTORATE: All Schools Model

JOB TITLE: Business Support Officer (5) **GRADE: 5**

	ATTRIBUTES		RELEVANT CRITERIA	HOW IDENTIFIED	RANK
1.	**RELEVANT EXPERIENCE**	1.1	Experience of word processing or administrative work, including reception duties.	Application Form / Selection Process	Indicate rank A B or C
		1.2	Experience of working with *computer packages e.g. Microsoft Word, Excel, Access and Email.*		
2.	**EDUCATION AND TRAINING ATTAINMENTS**	2.1	Numeracy and literacy skills in order to produce specialist documentation and statistical information.	Application Form / Selection Process	Indicate rank A B or C
		2.2	Business & Administration NVQ 2, or equivalent qualification or able to demonstrate equivalent skills.		
3.	**GENERAL AND SPECIAL KNOWLEDGE**	3.1	Understanding of the basic principles of customer care and providing an effective service.	Application Form/ Selection Process	Indicate rank A B or C
		3.2	Appreciation of the need to maintain strictest confidentiality about matters concerning school and how this relates to the duties of the job.		
4.	**SKILLS AND ABILITIES**	4.1	Literacy skills to produce specialist word processing, including management reports and taking notes at meetings.	Application Form/ Selection Process	Indicate rank A B or C
		4.2	Numeracy skills to produce statistical information including, the maintenance of stationary and stock items.		
		4.3	Ability to deal with sensitive and confidential information and respond positively to the demands of a varied workload.		
		4.4	Ability to produce work to meet agreed targets, strict deadlines and to the required standards.		

		4.5	Able to provide an excellent customer service and deal with enquires appropriately.		
5.	**ANY ADDITIONAL FACTORS**	5.1 5.2	Commitment to ongoing personal training and development. 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.**	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)	
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