

**Richmondshire District Council
Person Specification**

Senior Business Support Officer

Criteria will be assessed via the submitted application form (A), and Interview (I)

	Essential	Desirable
Qualifications	1. GCSE English Language or equivalent (A)	a. RSA II/III Typing/Word Processing or equivalent (A) b. NVQ2 Business Administration (A)
Experience	2. Experience of word processing in an office environment (A, I) 3. Dealing with the public (A) 4. Experience of modern office technology (A, I)	c. Experience in a supervisory role (A)
Knowledge	5. Knowledge of computer systems and Windows based packages (A) 6. The ability to maintain filing systems (A)	d. Powerpoint and Publisher (A) e. Previous knowledge of working in Local Government (A)
Personal Aptitudes and skills	7. Ability to work in a team 8. Ability to work under pressure to achieve targets and meet deadlines (I) 9. Good numeracy skills (A) 10. Good organisational skills (I) 11. Good standard of oral and written communication skills (I) 12. Good administrative and IT skills (I) 13. Ability to complete work to the required standard of accuracy and presentation (I) 14. Efficient (I) 15. Ability to train others (I)	
Disposition	16. Ability to use initiative (I) 17. Ability to respect and maintain confidentiality (I)	
Other requirements	18. Comply with the Council's Equalities and Diversity Policy (I)	