

PERSON SPECIFICATION



JOB TITLE:
Business Support Officer

SALARY: £20,000

CRITERIA	ESSENTIAL	DESIRABLE
Experience	<ul style="list-style-type: none"> • Ability to develop and maintain strong customer relations • Tact, diplomacy, discretion and political awareness is essential • Ability to work flexibly and agilely whilst maintaining and achieving key outcomes • Demonstrate a high level of customer service excellence 	<ul style="list-style-type: none"> • Experience and skills in web content management, writing and web editing • Experience in using alternative communications methods and social media • Experience of populating and using databases is desirable. • Experience of working in the charitable sector
Qualifications/ Training	N/A	
Special Skills/Aptitudes and Knowledge	<ul style="list-style-type: none"> • High level administrative skills including minute taking, information handling and business support • Strong numeracy skills – including experience of managing financial records and systems • Ability to use a range of IT systems and applications such as Microsoft Word, Publisher, Powerpoint, Excel, Access and web-based applications • Excellent planning and organisational skills and ability to meet deadlines and high levels of accuracy 	<ul style="list-style-type: none"> • An understanding of community safety and related issues.
Personal Qualities	<ul style="list-style-type: none"> • Experience working within a team, maintaining good working relationships with colleagues and working collaboratively with other individuals and organisations • Willing to travel occasionally to other parts of Scotland and to work flexible hours including occasional evenings and weekends 	

