

# EMPLOYEE SPECIFICATION

**SECTION: All Schools Model**

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

**GRADE: 5**

	ATTRIBUTES	RELEVANT CRITERIA	HOW IDENTIFIED	RANK
1.	<b>RELEVANT EXPERIENCE</b>	1.1 Experience of word processing or administrative work, including reception duties.  1.2 Experience of working with <i>computer packages e.g. Microsoft Word, Excel, Publisher and Outlook.</i>	Application Form / Selection Process	A  A
2.	<b>EDUCATION AND TRAINING ATTAINMENTS</b>	2.1 Numeracy and literacy skills in order to produce specialist documentation and statistical information.  2.2 Business & Administration NVQ 2, or equivalent qualification, or able to demonstrate equivalent skills.  2.3 Recent First Aid qualification, or previous experience of dealing with first aid incidents.	Application Form / Selection Process	A  A  B
3.	<b>GENERAL AND SPECIAL KNOWLEDGE</b>	3.1 Understanding of the basic principles of customer care and providing an effective service.  3.2 Appreciation of the need to maintain strictest confidentiality about matters concerning school and how this relates to the duties of the job.  3.3 Knowledge and understanding of a variety of software packages (e.g. Word, Excel, Outlook, Publisher and PowerPoint) and how these are used to design and produce documents in a business environment.  3.4 Understanding of SIMS (School Information Management System)	Application Form/ Selection Process	A  A  A  B
4.	<b>SKILLS AND ABILITIES</b>	4.1 Literacy skills to produce specialist word processing, including management reports and taking notes at meetings.		A

		4.2	Numeracy skills to produce statistical information including the maintenance of stationery and stock items.	Application Form/ Selection Process	C
		4.3	Ability to deal with sensitive and confidential information and respond positively to the demands of a varied workload.		A
		4.4	Ability to produce work to meet agreed targets, strict deadlines and to the required standards.		A
		4.5	Able to provide an excellent customer service and deal with enquiries appropriately.		A
5.	<b>ANY ADDITIONAL FACTORS</b>	5.1	Willingness to undertake training and commitment to ongoing personal training and development.	Selection Process	A
		5.2	To be supportive of the Catholic/Christian ethos of the College.		A
		5.3	Willingness to undertake an enhanced Disclosure and Barring Service check. <b>Please note a conviction may not exclude candidates from employment but will be considered as part of the selection process.</b>	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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