

Role Profile

Business Support – BCP Band E

Competencies

Managing, Leading and Developing Others	Contribute to and celebrate the success of the whole team
	Encourage and listen to new ideas from everyone and be positive about change
	Share open and honest feedback in a constructive manner
Knowledge and Skills	Minimum of Level 2 qualifications in English & maths
	Good knowledge of ICT including Excel, Word, Outlook and other programmes relevant to the role
	Straightforward collation and analysis of data
	Prepare engaging presentations using a clear brief
	Prepare clear and succinct meeting notes
	Experience of diary management
Creativity and Innovation	Attention to detail with the ability to proof read
	Use curiosity about the way things are done to recommend, create and implement more effective ways of working that will enhance customer experience
	Use effective interpersonal skills to develop solutions to a range of practical problems
Relationships	Build supportive, positive and trusting relationships with others
	Seek to resolve any barriers to collaborating with others by communicating openly and challenging unhelpful behaviour
	Appreciate diversity in both customers and colleagues and consider their specific needs
Decision making	Make evidence based decisions within set procedures, escalating to a manager where appropriate
Work Demands	Plan and organise own workload including some prioritisation of non standard work