

# Role Profile

## Competencies

<b>Managing, Leading and Developing Others</b>	<p>Act as a lead, allocating work and coaching others</p> <p>Contribute to and celebrate the success of the whole team</p> <p>Encourage and listen to new ideas from everyone and be positive about change</p> <p>Share open and honest feedback in a constructive manner</p>
<b>Knowledge and Skills</b>	<p>3 A levels, NVQ 3 in Business Administration (or equivalent experience)</p> <p>Excellent knowledge of ICT including Excel, Word, Outlook and other programmes relevant to the role</p> <p>Good knowledge of the work practices, processes and procedures relevant to own area of work</p> <p>Provide advice on a range of issues within set guidelines</p> <p>Straightforward collation and analysis of data</p> <p>Prepare engaging presentations using a clear brief</p> <p>Prepare clear and succinct meeting notes</p> <p>Experience of diary management for senior officers</p> <p>Attention to detail with the ability to proof read</p> <p>Knowledge of database management and production of cost related reports</p>
<b>Creativity and Innovation</b>	<p>Use curiosity about the way things are done to recommend, create and implement more effective ways of working that will enhance customer experience</p> <p>Use effective interpersonal skills to develop solutions to a range of problems</p>
<b>Relationships</b>	<p>Build supportive, positive and trusting relationships with others</p> <p>Seek to resolve any barriers to collaborating with others by communicating openly and challenging unhelpful behaviour</p> <p>Appreciate diversity in both customers and colleagues and consider their specific needs</p> <p>Proactively approach interactions with customers, using diplomacy and tact where issues could become contentious</p>
<b>Decision making</b>	<p>Make evidence based and outcome focussed decisions using proactive risk management and within set procedures, referring complex decisions to a manager</p>
<b>Work</b>	<p>Plan and organise own workload in an environment of change and where there are</p>

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<b>Demands</b>
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competing demands
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## **Business Support – BCP Band F**