

Business Support Assistant

Person Specification

Qualities	Essential	Desirable
Skills & Experience	<p>Good standard of general education (e.g. National 5s/GCSEs or equivalent) or relevant experience.</p> <p>Two years of working in an administrative role in an office environment.</p> <p>Confident in using IT systems and digital tools, with the ability to learn new systems quickly.</p> <p>Experience of using Microsoft 365 applications (e.g. Excel, Teams, SharePoint).</p> <p>Experience of handling customer enquiries (face-to-face or telephone).</p> <p>Strong organisational and interpersonal skills.</p> <p>Ability to manage information and documentation accurately and coordinate activities.</p> <p>Ability to work accurately with data and maintain high standards of record keeping.</p> <p>Ability to follow established procedures and organise own workload within clear parameters.</p> <p>Ability to recognise and escalate complex or non-routine issues appropriately.</p>	<p>Experience of working in social housing.</p> <p>Experience supporting projects or change initiatives.</p> <p>Experience of data input, data cleansing, or system updates.</p>
Personal Skills	<p>Excellent interpersonal with the ability to communicate clearly and effectively, both verbally and in writing.</p> <p>Customer-focused approach with a professional and courteous manner.</p> <p>Willingness to learn new systems and processes.</p> <p>Applies a methodical and organised approach to tasks, ensuring accuracy and completeness.</p>	<p>Committed to social housing and working with local communities.</p> <p>Able to support colleagues in adapting to new processes or systems</p>

	<p>Demonstrates the ability to manage time effectively and meet deadlines.</p> <p>Works cooperatively with others, contributing to a positive team environment.</p> <p>Shows willingness to learn and develop skills in line with role requirements.</p>	
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