



Person Specification			
Post title	Business Support Officer	Grade	G / £31,067 - £32,654

* * * This post is exempt from the provisions of the Rehabilitation of Offenders Act – applicants must disclose all criminal convictions including those which are ‘spent’, in addition to any cautions and bind over orders received in the last 12 months * * *

To be successful in this role you will need to demonstrate how you meet the criteria below at application & interview stage.

Shortlisting Number	Criteria	Method of assessment
Skills, knowledge, experience		
S1	Experience of leading & developing an administration/operational team. Experience of working as part of a team in the successful delivery of administration/operational support.	A/ I
S2	Able to lead others under pressure, prioritising work against competing demands to meet deadlines.	A/ I
S3	Ability to input, collate, interpret and present information in a variety of formats including the production of clear and concise reports.	A/ I
S4	Excellent time management skills and ability to work using your own initiative	I
S5	Experience or ability of note\minute taking at complex/ service meeting as required.	A/I
S6	Proven ability of dealing with difficult and sensitive situations	I
S7	Experience of handling information in adherence to GRPD	I
S8	Proficient in using Microsoft Office, including Teams.	I
Personal attributes and circumstances		
P1	You must adhere to the “Knowsley Better Together” staff qualities; Integrity, Accountability, Communication and Respect	I
Communication		
C1	A demonstrable willingness to share information and work with other people, including the ability to listen, communicate with and understand others, taking account of other people’s points of view.	I
C2	Good written and oral skills with ability to present ideas in a clear and comprehensible way, with the	I

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	ability to communicate with all levels of the organisation.	
Qualifications		
Q1	GCSE or equivalent in maths and English	A/C

CV/SS = Curriculum Vitae/Supporting Statement **A** = Application Form **C** = Certificate **E** = Exercise **I** = Interview
P = Presentation **AC** = Assessment Centre **T** = Test

Where the post involves working with children, in addition to a candidate’s ability to perform the duties of the post, the interview will also explore issues relating to safeguarding and promoting the welfare of children, including:

- **Motivation to work with children and young people.**
- **Ability to form and maintain appropriate relationships and personal boundaries with children and young people.**
- **Emotional resilience in working with challenging behaviours.**
- **Attitudes to use of authority and maintaining discipline**

We have a positive attitude to the employment of disabled people and guarantee an interview to those who meet **all** the necessary criteria of the person specification.

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