



## WEST LANCASHIRE BOROUGH COUNCIL

### PERSON SPECIFICATION

<b>Job Title:</b> Survey/Business Support Officer		<b>Grade:</b> Scale 3	
<b>Directorate:</b> Housing and Inclusion Services		<b>Section:</b> Housing Investment	
<b>Service:</b> Property Services			
<b>Requirements</b> <i>(on the basis of the job description)</i>		<b>Essential (E) or Desirable (D)</b>	<b>To be identified by: application form (AF), interview (I), test (T), presentation (P)</b>
<b>Qualifications</b>			
GCSE or O Level English or equivalent qualification		E	AF and I
<b>Experience</b>			
Experience carrying out general clerical duties		E	AF
Experience of dealing with members of the public		E	AF and I
Experience working as part of a team		E	I
Experience working under pressure with the minimum of supervision		E	AF and I
<b>Knowledge/Skills/Abilities</b>			
Must be computer and system literate		E	AF and I
Good communication skills both written and oral		E	AF and I
Good Keyboard Skills		E	AF and I
Attention to Detail		E	AF and I
Good organisational skills		E	AF
A willingness to undertake training		E	I
Basic understanding of building maintenance		D	AF and I
<b>Other (including special requirements)</b>			
1. Commitment to Equality		E	AF and I
2. Commitment to Health & Safety		E	AF and I
3. Satisfactory Baseline Personnel Security Standard Check		E	Document Checks (includes Basic DBS)
4. The ability to fulfil all spoken aspects of the role with confidence through the medium of English language. This includes the ability to converse with ease with customers and colleagues and provide advice in accurate spoken English		E	AF and I
<b>Prepared by:</b> Frank Lee		<b>Date:</b> October 2019	
<b>Approved by:</b> J Sinnott-Lacey		<b>Date:</b> October 2019	