

SCOTLAND EXCEL PERSON SPECIFICATION

POST: Business Services Specialist

LOCATION: Renfrewshire House, Paisley

POST ID: tbc

FACTORS	DESIRABLE	METHOD OF ASSESSMENT
EDUCATION/ QUALIFICATION	Educated to SVQ 2 or equivalent qualification(s)	Educated to Degree level or potential to work towards the achievement of further professional qualification.
RELEVANT EXPERIENCE	<p>Significant general administration/business experience</p> <p>High standard of numeracy/literacy and attention to detail</p> <p>Ability to assess and assimilate information for accuracy and relevance</p> <p>Ability to plan and organise own workload</p>	<p>Experience in a public/private sector environment responsible for delivering products and services</p> <p>Working in a regulated environment</p> <p>Working in an organisation that combines technical and behavioural skills to deliver services</p>
SPECIAL KNOWLEDGE & SKILLS	<p>Good communicator with effective all-round business skills</p> <p>Proficient in Microsoft Office applications and effective in the use of IT systems and data management</p> <p>Experience of finance/budgetary and/or human resources practices</p> <p>The ability to observe the need for confidentiality in dealing with work duties and data of a sensitive nature</p>	<p>Good understanding of the developing and emerging procurement environment and reform agenda</p>

PERSONAL FEATURES/ QUALITIES	<p>Effective and self motivating</p> <p>Well organised in terms of work management</p> <p>Flexible in approach, particularly in relation to work commitments and targets</p> <p>Ability to work effectively on own and also as part of a team</p> <p>Ability to engage effectively and appropriately with elected members, colleagues and associates at all levels</p>	<p>Effective analytical skills</p>	<p>CV/Covering Letter</p> <p>Interview</p> <p>Aptitude test</p>
CUSTOMER FOCUS	<p>Demonstrable understanding of Scotland Excel's customer care focus and continuous service improvement objectives</p>	<p>Experience of customer service delivery in a local authority setting</p> <p>Experience of stakeholder engagement</p>	<p>CV/Covering Letter</p> <p>Interview</p> <p>Aptitude Test</p>

[Job Spec Last updated – 11 January 2022]