



Job Title: Business Support Assistant

Attributes	Essential	Desirable
Experience	<ul style="list-style-type: none"> ▪ Demonstrate a successful track record within a similar role. 	<ul style="list-style-type: none"> ▪ Experience of working with external/internal contacts at all levels. ▪ Experience of working within the social care sector.
Education, Qualifications & Training	<ul style="list-style-type: none"> ▪ Educated to Standard Grade level or equivalent. 	
Skills & Knowledge	<ul style="list-style-type: none"> ▪ Good working knowledge of IT to include word, excel and PowerPoint. ▪ Excellent telephone and customer service skills. ▪ Good interpersonal skills. ▪ Excellent organisational skills. ▪ Ability to work on own initiative and prioritisation of workload. ▪ Ability to meet deadlines. 	

Key Performance Outcomes	Essential	Desirable
Effective Communication	<ul style="list-style-type: none"> ▪ Portrays a positive image of the Care Inspectorate when communicating both inside the organisation and externally. ▪ Selects appropriate communication, style and methods depending on the needs and abilities of the audience. ▪ Listens actively to people, questions and checks understanding. 	
Planning and Organising	<ul style="list-style-type: none"> ▪ Uses a systematic approach to make efficient use of time and manage workload. ▪ Recognises the need to be flexible in order to meet changing priorities. ▪ Prioritises work effectively to meet deadlines and objectives. 	

Flexibility	<ul style="list-style-type: none"> ▪ Demonstrates a flexible, positive approach to work. ▪ Listens to feedback and ideas from people and will take appropriate and considered action. ▪ Adapts well to change, adjusting priorities as required. ▪ Understands where a flexible approach is required. 	
Team Working	<ul style="list-style-type: none"> ▪ Remains tolerant and fair towards others, values diversity and is non-discriminatory in their actions. ▪ Values and makes use of the skills, knowledge and experience of others. ▪ Works co-operatively and supportively with others. 	

Please note – these are key performance outcomes to be used to recruit into the role.