



**EMPLOYEE SPECIFICATION**

**POST TITLE:** Business Technician

**POST NUMBER:**

Temporary  Permanent  Part Time  Full Time  Hours of Work: 37

	Essential	Desirable	How Measured During Recruitment and Selection Progress
<b>Experience</b>	Experience in a leisure/local government/business development function Experience of using a range of business development tools and techniques including customer care, customer insight/information management, marketing and promotion. Cash handling and financial management (procurement, P2P, invoicing etc)	Systems and technology used in the culture and information sector e.g. GPOS, BEARS, customer relationship management systems	Application and interview
<b>Education/Training Qualifications</b>	Good standard of education ECDL (Excel, word)	NVQ Level 4 – Business administration/Leisure/Culture ICS - Institute of Customer Care – Communications Award PETLLS	Application
<b>Special Knowledge</b>	Good awareness and understanding of customer needs and good customer service Data protection/confidentiality	Web based applications Motivational interviewing Understanding of the work of Public Health functions	Application and interview
<b>Skills</b>	Excellent customer care skills Excellent organisational skills Marketing and sales	Tutoring/leading/updating small workshops/groups	Application and Interview

	Literacy and numeracy – good level Communication and presentation skills Strong IT skills		
<b>Personal Qualities</b>	Self-motivated Enthusiastic Eye for detail Flexible Team player Good communicator Excellent time management		Interview
<b>Working Arrangements and Personal Availability</b>	Flexible		Interview
<b>Physical</b>	Mostly office based, however site visits across the East Riding will be required on a regular basis.		

Completed by: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_