

## ANNEX III

# ROLE PROFILE BUSINESS PROCESS ASSISTANT

The business process assistant provides administrative support for specific processes within a business area. They may either (i) take responsibility for tasks necessary in non-complex business processes or (ii) perform tasks that contribute to business processes with more complexity for which someone at a higher level is responsible. The jobholder's role is performed either individually or as part of a team.

Business process assistants should be able to work independently following instructions as to objectives, overall planning and expected results.

### **When required, they will ensure that:**

- Contacts with relevant internal and parties are maintained;
- Interaction takes place with the other (senior/principal) business process assistants within own team and, where relevant, across the organisation;
- Accurate information is circulated to the relevant parties in a timely manner;
- Problems are identified promptly and conveyed to the appropriate persons;
- Basic statistical information is prepared for analysis at higher levels;
- Enquires from internal and external clients on day-to-day issues are answered promptly;
- Own information/knowledge on the business process(es) he/she is involved in is maintained;
- Relevant business processes are effectively co-ordinated;
- Day-to-day issues related to the support of the business processes within the area of responsibility are dealt with efficiently;
- Support is provided for projects.

### **Qualifications and Experience:**

- Formal commercial / vocational qualification would be an advantage;
- At least 2 years' administrative experience;
- Very good computer knowledge and familiarity with the MS Office suite (Word, Access, PowerPoint, Excel and Outlook);
- Good / Advanced level of English, both written and spoken;
- Working knowledge of one other official community language would be an advantage.

### **Service Requirements:**

- Proven organisational skills;
- Strong communication skills;
- Interpersonal skills and the ability to work well in a team;
- Ability to work without close supervision and under pressure;
- Ability to prioritise and take the initiative.