



CANDIDATE PROFILE

POST TITLE Carelink Support Assistant

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SERVICE Housing Advice and Customer Services

SELECTION CRITERIA

	ESSENTIAL	DESIRABLE	ASSESSED BY
QUALIFICATIONS	Evidence of competency in mathematics and English	Accredited qualification in Administration, ICT (eg ECDL)	Application form and evidence qualifications
TECHNICAL SKILLS	Demonstrates awareness of administration processes Demonstrates awareness of current ICT applications that could improve administrative processes	Demonstrates use of administration processes to improve service to internal and external customers Demonstrates application of ICT to improve administrative processes	Application form and interview evidence
BEHAVIOURAL COMPETENCIES: Understanding the business	Demonstrates understanding of the key business themes and the role of their team in meeting them.	Can demonstrate how people have been involved in developing team plans and their role in that process	Application form and interview evidence
Working for customers	Can show a full understanding of the customer perspective in providing a quality service to customers	Can evidence working with partners/customers to shape customer expectations of the service	Application form and interview evidence

Developing ourselves	Can give examples of taking responsibility for own development	Can provide evidence of own development and supporting and helping others to improve performance	Application form and interview evidence
Continually improving our business	Can give evidence of understanding the situation and making improvements in own work area	Demonstrates the ability to analyse problems and make improvements to their part of the business	Application form and interview evidence
Being Safe	Can provide evidence of working safely and encouraging other to do the same	Can demonstrate personal involvement in the development of health and safety systems	Application form and interview evidence
Working as a team	Can give evidence of positive contributions to their own team	Can show how they have used a range of approaches, including coaching, to win active support and commitment to a desired course of action	Application form and interview evidence
Demonstrating Financial and Value for Money awareness	Can show how they have considered expenditure and providing value for money in their service area	Can demonstrate how they have used innovative ways of ensuring value for money that ensures a competitive edge Can demonstrate they have been involved in regularly setting and monitoring budgets	Application form and interview evidence
Demonstrating flexibility and adaptability	Can demonstrate discussing alternative ways of carrying out team actions and a willingness to help and support others displaying a 'can do' attitude.	Can show how they have anticipated potential problems and taken pre-emptive action	Application form and interview evidence
Communication with everyone	Can show how they have used different communication methods to enhance communication with colleagues and customers	Can show how they have used different appropriate communication channels to keep people informed. Can show how they have given constructive feedback to aid and improve communication	Application form and interview evidence
OTHER REQUIREMENTS	Compliance with No smoking policy		

	Must be able to drive Must be able to work on rota'ed shift pattern		
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NOTE TO DISABLED APPLICANTS

Disabled candidates who *demonstrate* that they meet the 'essential' requirements of the post will be guaranteed an interview. Disabled candidates who do not meet the essential requirements in every respect but who feel that, with reasonable adjustments, they are suitable for appointment will be interviewed if they can *demonstrate* their suitability to the satisfaction of the short-listing panel. It is important in such cases that candidates clearly identify (both under Section 6 of the application form - Information in Support of your Application - and on the Equal Opportunities Monitoring Form) those areas where they would wish the Company to consider making reasonable adjustments