



**CANDIDATE PROFILE
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POST TITLE Customer Support Assistant
SERVICE Corporate Excellence Team
TEAM: Business 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: Business Focus and Development	Demonstrates understanding of the key business processes of the company	Demonstrates understanding and can influence the underlying issues that affect the performance of the business unit	Application form and interview evidence
Customer Focus	Can recognise customer needs and respond to meet them	Can demonstrate the ability to recognise customer needs, and anticipate changing customer needs and expectations	Application form and interview evidence

Communication	Gives evidence of giving and receiving information effectively	Gives examples of taking into account the thoughts concerns and feelings of others when giving and receiving communication	Application form and interview evidence
Development and Coaching	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
Drive and commitment	Can give examples of trying to exceed requirements of the job and help others	Gives examples of striving for excellence and motivating and support others in their efforts	Application form and interview evidence
Innovation and problem solving	Can give evidence of understanding the situation and make 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
Performance Improvement	Can give evidence of contributing to meeting a teams' objectives	Can demonstrate that they contribute to meet business needs	Application form and interview evidence
Team Working	Demonstrates participation as an effective team member	Demonstrable ability to promote and encourage co-operation within a team to help meet objectives	Application form and interview evidence
Financial & Commercial Awareness	Demonstrates ability to work within financial procedures and promotion of the team skills	Can demonstrate the ability to monitor expenditure and contribute ideas for efficiencies	Application form and interview evidence
Health, safety and well-bring	Can demonstrate ability to take responsibility for own health and safety	Can provide examples of working safely and challenging colleagues when they fail to do so	Application form and interview evidence
Equalities & Diversity	Can demonstrate ability to treat all external and internal customers fairly	Can demonstrate respecting different points of view and encouraging other colleagues to act in appropriate manner	Application form and interview evidence
OTHER REQUIREMENTS	Compliance with No smoking policy		

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