

REGIONAL PROCUREMENT PERSON SPECIFICATION

DEPT/DISTRICT: REGIONAL POST TITLE: CUSTOMER SERVICES ADMINISTRATOR

GRADE: Band B

LOCATION: REGIONAL STORES, WAKEFIELD

Key:

AF	Application Form
R	References
OT	Occupational Testing
I	Interview
CQ	Certificate of Qualification

*** In the event of a large number of applicants who meet the essential criteria, desirable criteria will be used as a further shortlisting tool.**

Disabled applicants who meet the essential shortlisting criteria will be guaranteed an interview.

<u>CRITERIA</u>	<u>ESSENTIAL</u>	<u>DESIRABLE</u>	<u>HOW IDENTIFIED</u>	<u>SHORT LISTING CRITERIA</u>
SPECIALIST KNOWLEDGE REQUIRED FOR THE ROLE				
Be educated to GCSE standard or equivalent	✓		AF/I	✓
Experience of working in an administrative role, incorporating keyboarding and good organisational skills	✓		AF/I	✓
Computer literate with experience of data input and retrieval using Microsoft applications – inputting, amending and extracting information	✓		AF/I	✓
Experience of organising and planning work as required, paying close attention to detail and be able, and motivated, to follow tasks through to conclusion	✓		AF/I	✓
Possess an understanding of when to refer matters to a supervisor, and an appreciation of the need for urgency and prioritisation	✓		AF/I	✓
Experience of dealing with customers over the telephone, via emails and occasionally face to face	✓		AF/I	✓

BEHAVIOUR 1 RESPECT FOR RACE AND DIVERSITY (A) Considers and shows respect for the opinions, circumstances and feelings of colleagues and members of the public, no matter what their race, religion, position, background, circumstances, status or appearance.				
Develops and maintains positive relationships with colleagues	✓		AF/I	✓
Approachable to all staff	✓		AF/I	✓
BEHAVIOUR 2 Personal Responsibility (B) Takes personal responsibility for making things happen and achieving results. Displays motivation, commitment, perseverance and conscientiousness. Acts with a high degree of integrity.				
Able to remain calm under pressure in order to meet the needs strict deadlines	✓		AF/I	✓
Able to motivate self and others	✓		AF/I	✓
BEHAVIOUR 3 Problem Solving (C) Gathers information from a range of sources. Analyses information to identify problems and issues, and makes effective decisions.				
Ability to make clear and objective decisions using the information available	✓		AF/I	✓
Analyses information to identify important issues and problems. Identifies risks and considers alternative courses of action to make good decisions.	✓		AF/I	✓
BEHAVIOUR 4 Resilience Shows resilience, even in difficult circumstances. Prepared to make difficult decisions and has the confidence to see them through.			I	N/A
BEHAVIOUR 5 Effective Communication (C) Communicates ideas and information effectively, both verbally and in writing. Uses language and a style of communication that is appropriate to the situation and people being addressed. Makes sure that others understand what is going on.			I	N/A

BEHAVIOUR 6 <i>Planning and Organising (C)</i> Plans, organises and supervises activities to make sure resources are used efficiently and effectively to achieve organisational goals	I	N/A
BEHAVIOUR 7 <i>Teamworking (C)</i> Develops strong working relationships inside and outside the team to achieve common goals. Breaks down barriers between groups and involves others in discussions and decisions.	I	N/A

WFP 25 May 17