

NOT PROTECTIVELY MARKED
SOUTH YORKSHIRE POLICE PERSON SPECIFICATION

DEPT/DISTRICT: Regional Stores	POST TITLE: Stores Assistant
GRADE: A	LOCATION: Wakefield

The behaviours used for shortlisting can also be tested as interview questions. Interview questions will also be drawn from the behaviours not previously used for shortlisting purposes.

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 (LIST ALL ASPECTS AND DECIDE WHICH ARE TO BE USED AS ESSENTIAL SHORTLISTING CRITERIA)				
Basic knowledge of Microsoft packages (ie Excel and Word)	✓		AF, R, OT, I	✓
Experience of working in a customer-facing environment	✓		AF, I	✓
Holds a full driving licence	✓		I	✓
Experience of measuring and fitting garments		✓	AF, R, I	✓
Experience of working in a stores environment		✓	AF, R, I	✓
<u>CRITERIA</u>	<u>ESSENTIAL</u>	<u>DESIRABLE</u>	<u>HOW IDENTIFIED</u>	<u>SHORT LISTING CRITERIA</u>
BEHAVIOUR 1 Community and Customer Focus (C)				
Provides a high level of service to customers. Maintains contact with customers, works out what they need and responds to them. Is aware of issues of diversity, understands and is sensitive to cultural and racial differences.				
<i>Focuses on the customer in all activities.</i>	✓		AF/I	✓
<i>Tries to sort out customers' problems as quickly as possible.</i>	✓		AF/I	✓

BEHAVIOUR 2***Team Working (C)***

Works effectively as a team member and helps build relationships within it. Actively helps and supports others to achieve team goals.

<i>Actively takes part in team tasks in the workplace.</i>	✓		AF/I	✓
<i>Offers to help other people</i>	✓		AF/I	✓

BEHAVIOUR 3***Respect for Race and Diversity (A)***

Understands other people's views and takes them into account. Is tactful and diplomatic when dealing with people, treating them with dignity and respect at all times. Understands and is sensitive to social, cultural and racial differences.

<i>Is polite, tolerant and patient when dealing with people, inside and outside the organisation</i>	✓		AF/I	✓
<i>Acknowledges and respects a broad range of social and cultural customs, beliefs and values within the law</i>	✓		AF/I	✓

BEHAVIOUR 4***Effective Communication (C)***

Speaks clearly and concisely, and does not use jargon. Uses plain English and correct grammar. Listens carefully to understand.

BEHAVIOUR 5***Problem Solving (C)***

Gathers enough relevant information to understand specific issues and events. Uses information to identify problems and draw logical conclusions. Makes good decisions.

BEHAVIOUR 6***Planning & Organising (C)***

Plans and carries out activities in an orderly and well-structured way. Prioritises tasks, uses time in the best possible way, and works within appropriate policy and procedures.

BEHAVIOUR 7***Personal Responsibility (B)***

Takes personal responsibility for own actions and for sorting out issues or problems that arise. Is focused on achieving results to required standards and developing skills and knowledge.