

NOT PROTECTIVELY MARKED
SOUTH YORKSHIRE POLICE PERSON SPECIFICATION

DEPT/DISTRICT: DISTRICT	POST TITLE: Business POST NO: TBC
	Support Clerk

GRADE: A	LOCATION: DISTRICT/DEPT
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Interview questions will be drawn from ALL the behaviours listed on the person specification including the ones not 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)				
Experience of working in an office environment	✓		AF, I	✓
Ability to utilise Microsoft applications	✓		AF, I	✓
Proven numeracy	✓			
Previous experience of working in a finance environment including cashier duties		✓	AF, I	*
Previous experience of data input		✓	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.				
<i>Respects confidentiality, wherever appropriate.</i>	✓		AF	✓
<i>Is polite, tolerant and patient when dealing with people, treating them with respect and dignity.</i>	✓		AF	✓

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BEHAVIOUR 2 <i>Personal Responsibility (B)</i> Takes personal responsibility for making things happen and achieving results. Displays motivation, commitment, perseverance and conscientiousness. Acts with a high degree of integrity.				
<i>Is conscientious in completing work on time</i>	✓		AF	✓
<i>Takes action to resolve problems and fulfil own responsibilities.</i>	✓		AF	✓
BEHAVIOUR 3 <i>Resilience) (B)</i> Shows resilience, even in difficult circumstances. Prepared to make difficult decisions and has the confidence to see them through.				
<i>Is comfortable working alone with an appropriate level of supervision and guidance.</i>	✓		AF	✓
<i>Is patient when dealing with people who make complaints.</i>	✓		AF	✓
BEHAVIOUR 4 <i>Effective Communication (C)</i> 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.				
BEHAVIOUR 5 <i>Planning & Organising (C)</i> Plans, organises and supervises activities to make sure resources are used efficiently and effectively to achieve organisational goals.				
BEHAVIOUR 6 <i>Problem Solving (C)</i> Gathers information from a range of sources. Analyses information to identify problems and issues, and makes effective decisions.				
BEHAVIOUR 7 <i>Team Working (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.				