

NOT PROTECTIVELY MARKED
SOUTH YORKSHIRE POLICE PERSON SPECIFICATION

DEPT/DISTRICT: OPCC	POST TITLE: OFFICE MANAGER
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GRADE: D	LOCATION: OPCC
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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)				
Educated to 5 GCSE grades A* to C (or equivalent) including English Language and Mathematics	✓		AF, CQ	✓
Supervisory experience	✓		AF	✓
Experience of managing office practices, processes and procedures	✓		AF, I	✓ <input type="checkbox"/>
Significant experience of managing busy diaries and conflicting appointments, prioritising appropriately	✓		AF, I	✓
Computer literate and competent in the use of Microsoft Applications including Word, Excel and Powerpoint	✓		AF	✓
Evidence of good organisational skills	✓		AF, R, OT	
Ability to work accurately under pressure	✓		AF, I, OT	✓
Ability to analyse complex problems, providing clear practical solutions	✓		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.				
<i>Sees issues from other peoples' viewpoints</i>	✓		AF	✓
<i>Makes people feel valued by listening to and supporting their needs and interests</i>	✓		AF	✓
BEHAVIOUR 2 Maximising Potential (B) Actively encourages and supports the development of people. Motivates others to achieve organisational goals.				
<i>Accurately assesses performance, giving specific, fair and developmental feedback</i>	✓		AF	✓
<i>Helps staff to develop their skills through encouragement, motivation and support</i>	✓		AF	✓
BEHAVIOUR 3 Planning & Organising (B) Plans, organises and supervises activities to make sure resources are used efficiently and effectively to achieve organisational goals.				
<i>Identifies important activities and milestones, establishing importance and urgency</i>	✓		AF, OT	✓
<i>Assesses new information and reorganises the workload to meet new demands</i>	✓		AF, OT	✓
BEHAVIOUR 4 Effective Communication (B) 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>Clearly communicates needs and instructions</i>	✓		AF,OT	✓
<i>Produces well-structured reports and written summaries.</i>	✓		AF,OT	✓
BEHAVIOUR 5 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.				

BEHAVIOUR 6

Strategic Perspective (C)

Looks at issues with a broad view to achieve the organisation's goals. Thinks ahead and prepares for the future.

BEHAVIOUR 7

Openness to change (C)

Recognises and responds to the need for change, and uses it to improve organisational performance.