

**NOT PROTECTIVELY MARKED**  
**SOUTH YORKSHIRE POLICE PERSON SPECIFICATION**

<b>DEPT/DISTRICT: OPCC</b>	<b>POST TITLE: Business Support Assistant</b>
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<b>GRADE: Band B</b>	<b>LOCATION: OPCC</b>
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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:

<b>AF</b>	<b>Application Form</b>
<b>R</b>	<b>References</b>
<b>OT</b>	<b>Occupational Testing</b>
<b>I</b>	<b>Interview</b>
<b>CQ</b>	<b>Certificate of Qualification</b>

\* 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.

<b><u>CRITERIA</u></b>	<b><u>ESSENTIAL</u></b>	<b><u>DESIRABLE</u></b>	<b><u>HOW IDENTIFIED</u></b>	<b><u>SHORT LISTING CRITERIA</u></b>
<b>SPECIALIST KNOWLEDGE REQUIRED FOR THE ROLE (LIST ALL ASPECTS AND DECIDE WHICH ARE TO BE USED AS ESSENTIAL SHORTLISTING CRITERIA)</b>				
Educated to GCSE Level (Grades A* to C) in Mathematics and English Language	✓		AF/I/CQ	✓
Experience in clerical / administrative and financial environment	✓		AF/I	✓
Experience of using computer Database Systems	✓		AF/I	✓
Experience of using Microsoft Office packages (Word & Excel)	✓		AF/I	✓
Experience of creating and maintaining spreadsheets	✓		AF/I/OT	✓
Proven ability to manage multiple tasks and meet deadlines	✓		AF/I	✓
<b>BEHAVIOUR 1</b>				
<b>Respect for Race and Diversity (A)</b>				
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>Is polite, tolerant and patient when dealing with people, treating them with respect and dignity.</i>	✓		AF	✓

<i>Shows understanding and sensitivity to people's problems, vulnerabilities and needs.</i>	✓		AF	✓
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<b>BEHAVIOUR 2</b> <b><i>Personal Responsibility (B)</i></b> Takes personal responsibility for making things happen and achieving results. Displays motivation, commitment, perseverance and conscientiousness. Acts with a high degree of integrity and professionalism throughout all aspects of their work.				
<i>Takes action to resolve problems and fulfil own responsibilities.</i>	✓		AF	✓
<i>Follows things through to a satisfactory conclusion.</i>	✓		AF	✓
<b>BEHAVIOUR 3</b> <b><i>Team Working (B)</i></b> Develops strong working relationships with colleagues				
<i>Builds good working relationships with colleagues across the department to facilitate the required outcomes of their role</i>	✓		AF	✓
<i>Supports the activities of all colleagues and managers</i>	✓		AF	✓
<b>BEHAVIOUR 4</b> <b><i>Planning &amp; Organising (C)</i></b> Plans, organises their work to make sure that they achieve their organisational goals.				
<b>BEHAVIOUR 5</b> <b><i>Effective Communication (C)</i></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 other colleagues understand what is going on and where appropriate what actions they are required to undertake.				
<b>BEHAVIOUR 6</b> <b><i>Openness to Change (C)</i></b> Recognises and responds to the need for change, and uses it to improve organisational performance and change culture within the organisation				

**BEHAVIOUR 7**

***Problem Solving (C)***

Gathers information from a range of sources. Analyses information to identify problems and issues, and makes effective decisions.