

## Office Facilities Assistant - Person Specification

<b>Experience</b>	<ul style="list-style-type: none"> <li>You have spent some time working successfully in a customer service delivery role or you have other transferable skills.</li> </ul>
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>You have, or are willing to develop, an understanding of basic Health and Safety Law as it applies to the office environment.</li> <li>You are able to use a range of IT packages to support your work and are willing to learn to use new ones as required.</li> </ul>
<b>Core Competencies</b>	<ul style="list-style-type: none"> <li><b>Customer focus</b> - You put customers at the heart of everything and can understand both internal and external customers' needs. You recognise that customers and service users are unique. You take personal responsibility for securing the satisfaction and well-being of customers and service users. You show perseverance and innovation in resolving problems. You encourage and maintain open, positive relationships with a wide range of people. You listen and communicate assertively to ensure mutual understanding.</li> <li><b>Communication</b> - You communicate effectively face to face and in writing; you communicate with confidence and non-defensively even in challenging situations.</li> <li><b>Working with others</b> - You are willing to provide support and advice to others, and work with them as a team to deliver excellent customer service.</li> <li><b>Innovation</b> - You are able to solve problems for customers. You look for ways to make processes more reliable, consistent and speedy.</li> <li><b>Achieving results and quality focus</b> - You pay attention to detail and deliver high standards in the working environment.</li> <li><b>Judgement and Decision making</b> - You are able to make decisions on your own, but also know when to refer a matter to your manager.</li> </ul>

<b>Core Competencies</b>	<ul style="list-style-type: none"> <li>• <b>Financial/Numeric Awareness</b> – You are aware of costs, and deliver value for money in your area of responsibility</li> </ul>
	<ul style="list-style-type: none"> <li>• <b>Planning and organising</b> – You are able to prioritise your time and resources to meet deadlines</li> </ul>
	<ul style="list-style-type: none"> <li>• <b>Personal effectiveness</b> - You take personal responsibility for making things happen and achieving results. You are willing to take responsibility in challenging circumstances or when things go wrong. You have the ability to recognise and control your own emotions and to respond to situations objectively, even when under pressure. You have the self-confidence and flexibility to adapt your own response to suit the needs of the situation or to respond flexibly depending on the other person's approach.</li> </ul>