

**DEPARTMENT FOR RESOURCES AND REGULATION**

**CASUAL PREMISE ASSISTANT**

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| **CORE BEHAVIOURS FOR THE POST (Please tick those relevant)** | | | |
| Commercial Thinking & Analysis |  | Planning | √ |
| Customer Service | √ | Developing Self & Others |  |
| Delivering Results | √ | Teams, Networking & Partnerships |  |
| Values, Ethics & Diversity | √ | Adapting to Change | √ |
| Delivering a Quality Service(Continuous Improvement) | √ |  |  |

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| **SHORT-LISTING CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| An ability to fulfil all spoken aspects of the role with confidence through the medium of English. | **√** |  |
| Recent experience of multisite operations |  | **√** |
| Must be able to demonstrate knowledge of Health and Safety, COSHH, equipment safety | **√** |  |
| Ability to meet the physical demands of the post i.e. carrying heavy and cumbersome objects | **√** |  |
| Have experience of building security and alarm systems |  | **√** |
| Ability to undertake minor repairs and maintenance and improvement tasks | **√** |  |
| Ability to clean to a high standard and ensure quality standards of building cleanliness and presentation of premises are adhered to. | **√** |  |
| Ability to communicate effectively and maintain high standards of customer care | **√** |  |
| Ability to handle sensitive/volatile situations in a diplomatic manner | **√** |  |
| Have experience of fire evacuation procedures , equipment testing and utility monitoring |  | **√** |

**CRITERIA FOR INTERVIEW AND OTHER ASSESSMENT METHODS**

**The short-listing criteria listed plus the following:**

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| **ASSESSMENT**  **METHOD** | **CRITERIA** |
| **Interview** | Demonstrate knowledge and depth of experience in building operations |
| **Interview** | Demonstrate knowledge/awareness of Health and Safety in the work place |
| **Interview** | Demonstrate repairs and maintenance skills |
| **Interview** | Ability to handle sensitive/volatile situations in a diplomatic manner |
| **Interview** | Ability to work with minimum supervision and use initiative in varied situations |