

**DEPARTMENT OF CORPORATE CORE SERVICES**

**PERSON SPECIFICATION**

**BANK EMERGENCY RESPONSE OFFICER Covid Marshall**

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| **CORE BEHAVIOURS FOR THE POST (Please tick those relevant)** | | | |
| Commercial Thinking & Analysis |  | Planning | C:\Users\g.mcgee\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\HAH6Z601\Check_mark_23x20_02.svg[1].png |
| Customer Service | C:\Users\g.mcgee\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\HAH6Z601\Check_mark_23x20_02.svg[1].png | Developing Self & Others | C:\Users\g.mcgee\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\HAH6Z601\Check_mark_23x20_02.svg[1].png |
| Delivering Results | C:\Users\g.mcgee\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\HAH6Z601\Check_mark_23x20_02.svg[1].png | Teams, Networking & Partnerships | C:\Users\g.mcgee\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\HAH6Z601\Check_mark_23x20_02.svg[1].png |
| Values, Ethics & Diversity | C:\Users\g.mcgee\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\HAH6Z601\Check_mark_23x20_02.svg[1].png | Adapting to Change | C:\Users\g.mcgee\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\HAH6Z601\Check_mark_23x20_02.svg[1].png |
| Delivering a Quality Service(Continuous Improvement) | C:\Users\g.mcgee\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\HAH6Z601\Check_mark_23x20_02.svg[1].png |  |  |

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| **SHORT-LISTING CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| Must hold a valid (SIA) Door Supervision Licence | ✓ |  |
| Must possess a full Category B driving licence and have substantial driving experience (must not exceed 3 points) | ✓ |  |
| Experience of using a two-way radio system effectively | ✓ |  |
| Experience of working as part of a team and on own initiative | ✓ |  |
| Experience of working in a security environment | ✓ |  |
| Must have a commitment to Customer Care | ✓ |  |
| A practical working knowledge of intruder alarm and/or CCTV systems |  | ✓ |

**the above short-listing criteria plus the following:**

|  |  |
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| **ASSESSMENT METHOD** | **INTERVIEWING CRITERIA** |
| Interview | Demonstrate understanding and knowledge of mobile security work |
| Interview | Demonstrate experience and ability to use a two-way radio |
| Interview | Ability to identify and effectively control difficult or volatile situations |
| Interview | Ability to deal with people in a sensitive and non-judgmental manner and provide good customer care |
| Interview | Have an enthusiastic and flexible approach to operational deployment and willingness to ensure service delivery |
| Interview | Willingness to undertake training and development activities |
| Interview | Ability to demonstrate knowledge of security solutions |
| Interview | Demonstrate ability to communicate effectively, both verbally and in writing |