



DIRECTORATE: Adult and Culture Services
DIVISION: Culture Services
POST TITLE: Service Support Assistant AA600

Part A

The following criteria (experience, skills and qualifications) will be used to short-list at the application stage:

Essential

1. Literacy and Numeracy skills.
2. Ability to undertake a range of clerical and public service duties.
3. Clean, current category B Driving Licence (covering vehicles up to 3500kg)
4. Excellent customer service skills
5. Ability to lift and carry heavy objects and push trolleys

Desirable

6. First Aid Certificate
7. Customer Care Training
8. Manual Handling Certificate
9. Driving/deliveries experience
10. Cleaning experience
11. Security experience

Part B

The following criteria will be further explored at the interview stage:

- Ability to relate articulately and pleasantly with members of the public.
- Commitment to equal opportunities and anti-discrimination policies.

Additional Requirements

- Able to work flexible hours and locations including work at weekends, evenings and bank holidays.

Person Specification

Guidance Notes

- Part A of the person specification should list the essential criteria, and any desirable criteria if appropriate, which are needed to carry out the job. The criteria should include any qualifications, experience or skills that are essential to do the job, as well as criteria which would be beneficial (desirable) but would not stop a person from being short-listed, (desirable criteria can usually be acquired once the person has commenced work with us).
- Part A of the person specification should focus on criteria which will be assessed at the application stage. For example, it is easier to assess if an applicant has a relevant qualification rather than their verbal communication skills which would be assessed within the interview stage.
- Part B of the person specification should focus on those criteria which will be further assessed at the interview stage.
- Criteria should be described in terms of what you want the person to demonstrate and how this may be evidenced. This ensures we do not put unnecessary barriers in the way of applicants from diverse backgrounds and age ranges, who may not have come from a traditional public sector background.
- Criteria must not be discriminatory and managers need to be careful not to put too much emphasis on formal qualifications or lengths of experience which they can't justify, as other evidence of ability may be just as relevant. If you can't justify the inclusion of a criteria don't use it as a selection criteria.
 - Be particularly careful when applying general qualifications as this will be difficult to justify e.g. 5 GCSE's, degree level.
 - Describe experience in terms of quality, level and type rather than the length. For example, asking for 5 years experience could be age discriminatory if you can't justify why it is essential.
 - Do not use age as a condition or indicator of experience or maturity.
 - Avoid unjustifiable physical requirements which could exclude people with a disability.
- If there are any additional work related criteria related to the job these should also be included at Part B Additional Requirements, for example, no adverse criminal record, able to work weekends or evenings etc.