St Pauls Advice Centre

Unique Identification Number
Office Use

APPLICATION FORM
COMPETENCY APPLICATION

PLEASE READ THE GUIDANCE NOTES WHEN COMPLETING YOUR APPLICATION

In this section you are asked to outline how your knowledge, skills and experiences meet the competencies required for this role (**as outlined in the Person Specification**).You should draw on your experiences from your current or previous roles or from other relevant situations (such as activities outside work). Please refer to the guidance notes for more help.

Diversity

Demonstrates behaviors that include fairness, respect, dignity, inclusiveness, empathy, integrity, and ethical conduct. Advocates for and demonstrates an understanding of the value of differences that promote and sustain a diverse community.

Relevant Criteria: • Ability to work in a way that promotes equality of opportunity, diversity and inclusion

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Professional knowledge/Expertise

Having achieved a comprehensive level of technical and professional skill or knowledge in position-related areas.

Relevant Criteria:
• Minimum of 1 year recent full time experience (or part-time equivalent) of reception work or customer service environment.
• Experience of voluntary / advice sector

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Effective Communication

Displays good interpersonal and communication skills, talks and writes logically, concisely and persuasively. Actively listens, observes and picks up on the content of what is being said. Communicates ideas and information in the appropriate manner for the audience.

Related Criteria:
• Ability to communicate complex issues clearly, succinctly and sensitively, both verbally and in writing.
• Excellent listening skills
• Ability to put people at ease and project a friendly, respectful, and professional manner to centre visitors.
• Good telephone communication skills
• Able to handle difficult situations and defuse potential problems

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