

Office Facilities Assistant

Person Specification

The kind of person we are looking for:

Experience	You have spent some time working successfully in a customer service delivery role
Knowledge and Skills	- You have, or are willing to develop, an understanding of basic Health and Safety Law as it applies to the office environment - 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
Core Competencies	Customer focus - You demonstrate empathy with the needs of all customers and a genuine commitment to resolving issues as far as possible to their satisfaction - Your approach gives customers confidence that you are committed to giving a great service • Communication - You communicate effectively face to face and in writing; you communicate with confidence and non-defensively even in challenging situations • Working with others - You are willing to provide support and advice to others and work with them to deliver excellent customer service • Innovation - You are able to solve problems for customers; and you look for ways to make processes more reliable, consistent and speedy • Achieving results and quality focus - You pay attention to detail and deliver high standards in the working environment • Judgement and Decision making- You are able to make decisions on your own but also know when to refer a matter to your manager • Financial/Numeric Awareness – You control costs and deliver value for money in your area of responsibility • Planning and organising – You are able to prioritise time and resources to meet deadlines