

Using Job Description , Person
Specification (Person spec) ,
company mission and values to
plan answers to job interview
questions

Examples



Hareem : IT Graduate





NHS East Kent hospitals trust IT support Job description

This is a fixed term position till the end of March 2021 for someone with a good level of education who wants a chance to experience work within a fast paced environment. We are seeking to recruit an IT Service Desk Analyst join our busy and friendly ICT department for a fixed term position within the team. We are looking for a self-motivated and driven individual with a Service and Technical Background. You will be expected to provide Remote Phone Support as well as a small amount of hands on support. All applicants must have the ability to work under pressure and to tight deadlines and manage priorities effectively . Customer care skills are an extremely important factor to this role. This is a fixed term post working 37.5 hours per week that will also participate in an on-call rota, providing out-of-hours support either remotely or in person. This role offers an excellent opportunity to join a large IT Service (100+ staff) that will offer opportunities for Career Progression to the right Candidates.

Must Have

- Significant experience of telephone based support;
- • Experience in an IT Support role;
- Excellent customer care skills; • Good problem analysis



- East Kent Hospitals NHS Foundation Trust Mission : *"Improve health and wellbeing"*

Values

People feel **cared** for as individuals

People feel **safe**, reassured and involved

People feel teamwork, trust and **respect** sit at the heart of everything we do

People feel confident we are **making a difference**

Strategic objectives

1 Getting to good

2 Higher standards for patients at all times

3. A great place to work

4. Delivering our future

5. Right skills, right time, right place

6. Healthy Finances

<https://www.ekhuft.nhs.uk/patients-and-visitors/about-us/our-vision-mission-and-values/>



“For someone with a good level of education”

“with a Service and Technical Background”



I am a university graduate with a BSC in IT. `my dissertation was about effective network infrastructure and how this benefits users. At uni I volunteered as a student listener on a mental health helpline for other students. I undertook training about how to be a good listener. I want to peruse a career in IT and love finding out how things work. And analyzing a problem and solving it.

*Mission of employer”
Improve health and wellbeing”*

“Excellent customer care skills”

“Good problem analysis””



People feel cared for as individuals is a value of the NHS trust



I want to part of a organization that cares for people, I want to make a difference and work for a employer who values high quality, the job would build of my knowledge and experience to further my career and reach ever higher standards. I have a excellent phone manner.

You will be expected to provide Remote Phone Support



This role offers an excellent opportunity to join a large IT Service (100+ staff) that will offer opportunities for Career Progression to the right Candidates





I have supported people to use IT both hardware and software, face to face and over the phone . I am always the person people come to when they need help . I listen carefully to people. I like being in busy environments with something new to do.

who wants a chance to experience work within a fast paced environment.

providing out-of-hours support either remotely or in person

Significant experience of telephone based support;

- Experience in an IT Support role;



Employer value: Right skills, right time, right place



A fellow student in my halls of residence was having a problem printing her work and asked me for help. I was away from campus at the time so I spoke to her over the phone. The Library was closed , it was getting late and she was really stressed so I spoke to security and asked them to let her in my room, they said No but I asked if she could use their printer they said yes.

ability to work under pressure and to tight deadlines

self-motivated and driven individual

- Experience in an IT Support role;

- Excellent customer care skills;

Good problem analysis



Mission Improve health and wellbeing”



I have not worked in the public sector before, but love the. Focus on providing care and wellbeing to people, I would like to learn more. About the public Sector and future opportunities.

This role offers an excellent opportunity to join a large IT Service (100+ staff) that will offer opportunities for Career Progression to the right Candidates



Examples



**Lewis: Physics
Student at University**



Weatherspoon's Bar staff

Job info from : <https://www.jdwetherspooncareers.co.uk/career/staff-vacancies/bar-staff/>

“Objective : To deliver friendly, efficient customer service and to create a warm and welcoming atmosphere to all of our customers, with the key aim of retaining and attracting new customers.

Essential : have proof of right to work in the UK, have a UK bank account in your own name
be able to converse in English, have a fixed place of residence and live within a reasonable travelling distance of the pub

Main responsibilities

- Deliver excellent customer service, at all times
- Serve and present beverages, quickly and efficiently, meeting our standards
- Assist in keeping the bar, front-of-house and toilets clean and tidy, at all times
- Keep up to date with current promotions and new products
- Make customers aware of offers on our great food and drink range
- Speak to customers to ensure that they are satisfied with their meals
- Maintain personal knowledge by completing in-house training and workbooks
- Always adhere to all company policies and procedures and licensing laws
- Be involved and contribute at team meetings
- Carry out instructions given by the management team and head office”





Weatherspoon's bar staff person spec

Customer focus

- Be friendly, smiley, sociable and welcoming to our customers, to create a great atmosphere
- Remain calm, patient and polite, if receiving customer feedback
- Be helpful and go out of your way to help our customers

Drive

Be confident and self-motivated
Demonstrate a passionate commitment to the business
Welcome and embrace change, with a positive attitude
Be able to work unsupervised in a busy environment
Be able to prioritise duties

Personal integrity

Be honest and reliable
Be trustworthy and respectful
Be immaculately dressed
Maintain excellent time-keeping and attendance
Be professional at all times

Team work

Always be a good team player
Build and maintain good relationships with all team members
Work together with the team to ensure that the pub is the best it can be
Be willing to take on jobs to balance the team workload
Be able to communicate well with people of all levels



Weatherspoon's Mission

Our aims are to have by far the best CQSMA* standards in the pub world, to be the best company to work for and, by doing these things, to be the most profitable.

*Cleanliness, quality, service, maintenance and atmosphere.

<https://www.jdwetherspooncareers.co.uk/about/mission/>



Be friendly, smiley, social



I am studying physics , I am very sociable and friendly. I am a member of several societies at Uni, recently we have been working on raising money for local Charities, I like that I am having a Impact locally

Be helpful and go out of your way to help our customers



Maintain excellent time-keeping and attendance

Be honest and reliable



I like to look smart and be on time, I also have a eye for detail I am honest and make sure the job gets done well, I am good at taking responsibilities within a team, I like making cocktails.

Be immaculately dressed



the key aim of retaining and attracting new customers.

create a warm and welcoming atmosphere



I want to job because I believe everyone should be able to have a good time and feel welcome at their local pub As bar staff I could make customers feel welcome so they will return and tell their friends

Be helpful and go out of your way to help our customers



Always be a good team player
Build and maintain good relationships with all team members
Work together with the team to ensure that the pub is the best it can be
Be willing to take on jobs to balance the team workload
Be able to communicate well with people of all levels



During a group assignment another student had not completed their work, I spoke to the other members of the group we let our college tutor know ,the tutor talked to the student we redistributed the work load we got good grades on the Assignment.



Be confident and self-motivated



I used to not be good at time keeping however I bough a. Extra alarm clock and set my watch 15 minutes fast , so I can be punctual



Examples



Winston Just finished 6th
form





Tescos customer assistant Job Ad

- **Customers are at the heart of everything we do.**

- It takes lots of different people to run a store and this is a job for doers, with plenty of variety. It's a committed role, full of everyday challenges, but that's one of the things that makes it so rewarding.
- Being a colleague in one of our stores means that you will help to serve our shoppers better every day.
- You'll meet great people, learn new things and be part of an expert diverse team where everyone is welcome.
- Whether you are looking for stability or flexibility to suit your lifestyle, or the opportunity to progress your career, this can be the role for you

You will need

You'll be someone with great communication skills and works well in a team, while being ready to roll up your sleeves and do what's needed to give our customers great service.

We'll be depending on you, as the face of Tesco, to Serve Britain's Shoppers a Little Better Everyday:

Get to know your customers, greet them with a smile and serve them with pride

Take time to listen, and help out wherever you can

Make decisions that are right for our customers

Be passionate and knowledgeable about our products and services

Always be there, on time and properly presented.



Tescos Mission

“ to be the champion for customers, helping them to enjoy a better quality of life and an easier way of living.

Values

- “No one tries harder for customers
- We treat people how they want to be treated
- Every little helps makes a big difference

<https://www.tesco-careers.com/explore-our-world/our-culture/>”





“I am a doer (I like to get things done) I like to get things done. I pride myself on giving customers what they need and want , I like that. Tesco's aim is to help people live well as this is something I think is really important to sustainable communities.





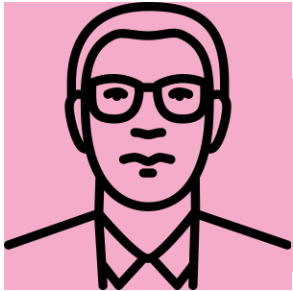
“I enjoy doing the small things that can make all the difference , I want t be part of a company where I can learn new things and help people”





During COVID-19 I volunteered to help pick up shopping for people who were self isolating , I bought someone the wrong bread , they texted me, I apologized and I went straight back to the shop to get. Give Them the right bread.





Sometimes I was too anxious to get things right and didn't listen properly , during my Duke of Edinburgh award I learnt too be patient and listen

