



Help is at hand – tools to run a smooth operation

[Complete this before you draft an advertisement for staff. This will help you build up a picture of the person you want to employ].

Job description and person specification template

- The main purpose should be one sentence only
- For main job tasks use active verbs, like 'writing', 'repairing', 'making', 'calculating. Avoid vague terms like 'dealing with', 'in charge of'

Job description

Job title:

Location:

Reports to:

Responsible for:

Job summary

Job tasks

1. To provide excellent service to all customers in line with company standards
2. To work as part of a team with all staff to meet the department objectives
3. To take responsibility for own personal development in line with the annual performance objectives

Person Specification

Think about what you need to put in about the candidate you are looking for.

- Education, training and qualifications
- Skills and knowledge
- Experience
- Personal attributes
- Skills and abilities
- Other special requirements

Person specification table - (use this to help the ideal person for the job).
 [remove any words that don't suit and replace them with your own]

Requirement	Essential	Desirable
Education, training and qualifications	•	
Skills and knowledge	•	
Experience	•	
Personal attributes	<ul style="list-style-type: none"> • Professional presentation • A team player • Good with people 	
Skills and abilities	<ul style="list-style-type: none"> • Clear communicator both face-to-face and on the telephone 	
Other special requirements	•	•

Check legislation guidelines – both when you draft your job description and any advertisement.

Remember, you can't discriminate on the grounds of:

Sex	Race
Sexual orientation	Colour
Marital status	Ethical belief
Age	Political opinion
Religion	Employment status
Family status	Disability
Ethnic or national origin	