



PERSON SPECIFICATION

Job Title: Telephone Sales Executive **Job reference number:** JR/TSE/05
Location: Sidcup, Bethnal Green, Hornsey or Swiss Cottage office

Date score entered/...../..... Prepared by:..... Date prepared...../...../.....

SECTION	ESSENTIAL CRITERIA	METHOD OF ASSESSMENT
Education/qualifications/ Training	To have completed a general education	Application form
Experience	Must have experience using a keyboard	Application form
Knowledge/ skills	<p>Must be able to demonstrate telephone communication skills</p> <p>Must have an understanding of the importance of internal and external customer care</p> <p>Must be able to show an understanding of the importance of advertising to a business</p> <p>Must be able to demonstrate an understanding of the importance of team working</p> <p>Must display an acceptable level of written presentation & spelling</p> <p>Must display an acceptable level of numeracy</p>	<p>Application form/ interview</p> <p>Interview</p> <p>Interview</p> <p>Application form/ Interview</p> <p>Application form/Work sample test</p> <p>Work sample test</p>
Work related attributes, qualities/ competencies	<p>Must be able to demonstrate an understanding of self-motivation</p> <p>Must be able to work using own initiative</p> <p>Must be able to make appropriate decisions and prioritise under pressure</p>	<p>Interview</p> <p>Interview</p> <p>Interview</p>

Minimum Shortlist score required (12) If more than six applicants meet the minimum shortlist score of (12) only the top six will be interviewed.