



Staff Recruitment

A Guide to Personal Attributes for Job Applicants

What are Personal Attributes?

Personal attributes describe how you approach an activity or situation.

They are not the skills we use to do a particular job, such as how to use a PC or add formulas to an excel spreadsheet. They are not the knowledge you need to complete a task, for example detailed knowledge of Government funding.

Personal attributes describe how we do something, such as manage our jobs, our homes or our lives generally, and the behaviours we use, for example decision making, information gathering and wider thinking.

Many other organisations use personal attributes in job descriptions these days, sometimes referring to them as behavioural competencies.

Where will I find the personal attributes for the role I have applied for?

You will find these on the Role Profile. There are **8 core** personal attributes applicable to all staff and support Quest's mission, vision and values. These core attributes are fundamental to the way in which we work. In addition to the core attributes, other **key** personal attributes have been established for each job role (see role profile).

Core attributes:

- *Managing relationships*
- *Communication*
- *Meeting customers needs*
- *Involving people*
- *Quality Conscious*
- *Integrity*
- *Determination*
- *Adaptability*

Quest's Values:

To be Creative; to think outside the box and provide innovative and imaginative solutions to training the workforce.

To be Flexible; to ensure we listen to our employers and understand that one size does not fit all and adapt our approach to meet the customers' needs.

To be Direct and Straight Forward; to ensure we don't use jargon and to be honest in our approach to everything we do.

To be Receptive; to ensure we are approachable and to be open to other peoples' thoughts and

A descriptive summary of all personal attributes is detailed below:

People Focus

DEVELOPING PEOPLE - Demonstrates a genuine interest in supporting others, coaching and training in order to improve performance

INVOLVING PEOPLE - Encourages the contribution of others and takes their views into account

MANAGING RELATIONSHIPS - Builds and maintains good relationships with customers and colleagues by adopting the most appropriate approach to deal with people and situations

INFLUENCING OTHERS - Influences others using rational arguments. Identifies basis for compromise and reaches agreement

COMMUNICATION - Conveys accurate information effectively using the most appropriate methods to reflect the needs of the audience and ensure mutual understanding

Business Focus

MEETING CUSTOMER NEEDS - Anticipates, responds to and seeks to exceed the expectations of existing and potential customers

BUSINESS AWARENESS - Has an up to date and detailed understanding of the needs of all our customers and the needs of Quest

PERSONAL RESULTS - Sets oneself clear and challenging objectives, striving to achieve them within agreed deadlines

BUSINESS DEVELOPMENT - Researches and obtains customers for Quest by building and maintaining useful working relationships

TEAM RESULTS - Sets clear and challenging objectives, inspiring and encouraging high performance in teams and individuals. Reviews progress achieved, publicly and privately recognising achievement

Personal Focus

SELF CONTROL - Performs effectively by keeping emotions under control, particularly in stressful and difficult situations

PERSONAL ORGANISATION - Efficient in one's use of time and works in a well-structured way

SELF CONFIDENCE - Projects a realistic belief in one's own ability. Not afraid of criticism, will raise issues and challenge even in the face of expected or actual opposition

SELF DEVELOPMENT - Takes responsibility for personal improvement, learning from experience and new situations

DETERMINATION - Demonstrates repeated effort over a period of time, overcoming obstacles in order to achieve a goal

Change Focus

ADAPTABILITY - Responds positively to changing business circumstances and readily adapts behaviour to maintain effective performance

STRATEGIC APPROACH - Understands the long term direction of Quest and can relate this to one's own business area

INNOVATION - Thinks of and/or encourages new ideas, and is keen to experiment and see ideas implemented

Analytical Focus

INFORMATION GATHERING - Seeks the full range of relevant and accurate information in a methodical way

FORWARD PLANNING - Anticipates the possible demands and outcomes of a particular task or situation – plans and prioritises appropriately

ANALYSIS AND JUDGEMENT - Logically breaks down problems/situations into their essential parts and draws reasonable conclusions based on their analysis

DECISION MAKING - Makes timely and balances decisions, based on available information but is prepared to review if circumstances change

WIDER THINKING - Actively considers the wider picture, identifying patterns and connections between issues/situation that are not obviously related

Quality Focus

THOROUGHNESS - Is accurate, pays attention to detail and ensures tasks are completed on time

QUALITY CONSCIOUS - Consistently works to a high standard and looks for ways to improve current working practices and processes for the benefit of customers and Quest

INITIATIVE - Takes appropriate action before being asked and actively finds solutions to problems

INTEGRITY - Shows support for Quest's values – particularly demonstrating the highest levels of honesty and integrity