

Supporting Statement

As part of your online application you should include a supporting statement to demonstrate how your skills and experience meet the person specification for the post.

Within the recruitment pack you will find a job description, which lists the key duties and responsibilities of the post and also a person specification, which lists the essential qualities and qualifications required of the successful candidate. In your supporting statement you need to focus on the essential criteria, reflecting on your skills and experiences and provide specific examples of how you meet these.

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How do I set out my supporting statement?

Structure your supporting statement with each competency heading in the order they appear in the person specification. The use of headings can make the text clearer to read for the shortlisting panel.

Under each heading, explain how you meet the competency criteria. For each give a specific example of where you have developed the skill/knowledge in question. If possible, make the examples directly relevant to the tasks listed in the job description.

Example Person Specification

The successful candidate will be able to demonstrate the following attributes:

Qualifications

- Minimum standard of education demonstrated by GCSEs at Grade C / Grade 4 or above, including Maths and English, or equivalent qualifications.

Competency heading

Experience

- Substantial experience of working in a busy office environment, dealing with customers and handling a range of queries.
- Current experience of operating IT systems and using standard office applications.
- Substantial experience of undertaking administrative work.
- Experience of working in a busy team.

Knowledge and Abilities

- Good working knowledge of Microsoft Office.
- Well-developed inter-personal skills including the ability to deal with all customers and colleagues in a patient, friendly and approachable manner.
- Good oral and written communication skills, including the ability to convey information in a manner that is appropriate to our customers.
- Ability to deal with requests for help via email, over the telephone and in person.
- Ability to deal with customer enquiries.
- Strong customer focus and commitment to providing a high standard of customer service.
- Excellent organisational skills and able to prioritise effectively.
- Ability to work effectively as part of a team.
- Ability to adopt a methodical, systematic and accurate approach to work.

Competency criteria

Personal Qualities

- Commitment to Equality, Diversity and Inclusion
- Commitment to excellent customer service
- Demonstrable personal and professional commitment to the University's strategy, vision and values.

Using the example person specification provided above, you can structure your supporting statement as follows:

Supporting Statement

Qualifications

- Minimum standard of education demonstrated by GCSEs at Grade C / Grade 4 or above, including Mathematics and English, or equivalent qualifications

Detail here how you meet the criteria, for example:

I have 9 GCSE; Grades 4 and above with a Grade 6 in Mathematics and English Language and Literature

Experience

- Substantial experience of working in a busy office environment, dealing with customers and handling a range of queries.

Detail here how you meet the criteria, for example:

In my last role as Team Leader I worked in a busy office environment and managed a team of 4 administrators. A key part of my role was dealing with customer queries about a range of matters over the telephone, email and in person etc.....

- Current experience of operating IT systems and using standard office applications.

Detail here how you meet the criteria, for example:

In my current role, I use Microsoft Office daily, sending letters using Word, keeping a track of all office expenditure on an Excel spreadsheet and preparing PowerPoint presentations for the quarterly sales meetings. I have used several in-house IT systems in all of my roles, such as.....

Continue in this format, including all competency headings and criteria.

How long should my supporting statement be?

There is no word limit, however it is important to ensure that your statement is concise and that the content is relevant to the role.

When you have drafted your statement, spend some time editing it. Read through each paragraph and ask yourself whether the point that you are trying to make is clear, whether you could be more concise, and if you have covered all the requirements of the person specification (if applicable). Always check carefully for spelling and grammar mistakes.

How do I demonstrate my skills in my supporting statement?

Give an example of how you have used the skill or knowledge. The STAR method can help when you are giving this evidence:

- **Situation:** Briefly set the scene. Think about the minimum we need to know in order to understand your example.
- **Task:** Briefly describe what you had to do.
- **Action:** Describe what you did and how you did it. Refer specifically to the relevant competency (e.g. team working). This is the most important section, as it demonstrates your skills and abilities.
- **Result:** Described what happened because of your actions. What happened, changed or got better?