

# Soft Skills Summary



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**Job Title:** Support Assistant

**Department:** Learner Support

**Contract Type:** Temporary

**Start Date:** 10/09/2012

Thank you for completing the role-style assessment. Your responses to the previous screens indicated that you will be looking for a person who likes to support projects with their technical and specialist knowledge. You may need this person to work in a warm, composed and consistent manner. Ideally your candidate will make considered decisions based on their experience and will stay calm under pressure. Your preferred candidate will be reliable, comfortable in routines and have an attention to detail.

You indicated that the role requires a patient and careful approach and that your candidate should be well organised and relaxed. Your view of the role indicates that you should give the candidate clear guidelines and positively support them to start new projects where possible.

The role will suit someone who can guide and persuade. He or she will like to get things done thoroughly, before moving on to the next task. You are likely to be looking for someone who is mild and indirect in approach. Note that these qualities will often be balanced by a reflective and procedural manner. Sometimes people with the qualities you are looking for can be quiet and often have an empathy which will seem quite sensitive.

At interview, watch for relaxed body language and very good listening skills. Their answers will often be based on their own experience. If you see these behaviours, your candidate could well be suitable.

## Key questions to ask at interview

1. When did you last start a project from scratch?
2. How do you perform when you have to decide things quickly?

## How to get the best out of your candidate

When you find a suitable person for the role with many of the qualities mentioned above, they are likely to respond well to the following strategies:

- Give them time to settle in and the opportunity to acquire knowledge and gain specialist experience
- Give them the opportunity to support others
- Avoid giving them tough deadlines and 'off the cuff' decisions
- Give adequate reasons for any change and discuss the knock on effects of all possible outcomes
- Give clear guidelines before starting new projects and sincere praise when things go well
- Allow them time to research technical details before making decisions

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Report based on Any College's responses.

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