

Application support – FACE Qualities and Behaviour Questions

Introduction

Within the East Ayrshire Council Application Form there is one question which asks you to provide examples of how you demonstrate the FACE Qualities and Behaviours as described on FACE tab.

We are the FACE of East Ayrshire; Flexible, Approachable, Caring and Empowered.

Describe how you have demonstrated these qualities and their associated behaviours in a work or personal setting.

How to answer this question

When answering this question you should think about and describe a particular situation from the past where you displayed the values and behaviours. You should describe what you did, how you did it and why you did it. You should also describe the outcome and or impact of your involvement in the situation. By doing this you will demonstrate to the recruiting manager your understanding of the values expected of you in the workplace and what you are capable of.

Ensure your answer covers all 4 qualities.

Types of situations considered suitable:

You can use examples of situations which are from a work setting, (current or previous) any volunteering, periods of study, or from your personal life. It's best that you try and give your examples from more recent times if you can, as these can be easier to explain and more relevant and up to date.

To decide on an example of a situation, read over the qualities and the associated behaviours and consider how your situation matches those behaviours.

In your explanation you should:

A) Describe the situation:

Tell us what the situation was when you carried out the relevant activities. E.g. When I worked for xxx I was involved in xxx and my role was xxx.... You don't need to go into lots of detail here, you are just trying to set the scene.

B) Describe what you did:

This is the most important part of the statement, where the recruiting manager is looking for what your role was in the situation and how your actions demonstrate the qualities and behaviours expected by the council. Remember to avoid describing what others did. It's about your actions and behaviours, and how they may have impacted on others if that's relevant. For example if your role in the project team is to provide administrative support, you could provide an example of a need the team had and how you reacted/responded to it, the actions you took and what impact this had on the completion of the project.

C) Describe the outcome:

At the end of the statement you should describe what the outcome of your actions/behaviour was and why it was successful. If it wasn't as successful as it could have been describe, what else you could have done to have made it more successful.

Overall the assessment by the recruiting manager will focus on what you did, how you did it and why. You need to demonstrate what led to the particular outcome and what your part in it was.

What to put in the Additional Information section.

Within this section you should detail information on your skills and abilities that are directly relevant to the Person Specification for the post, if you feel you have not already explained them sufficiently. You should provide examples demonstrating these skills and abilities. You can also use this section to re-inforce or summarise your qualities and behaviours and any other information you think the recruiting panel should know.