

## Writing a supporting statement – A 5 minute guide

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Definition: A supporting statement evidences your experience matched to the accountabilities and person specification.

Here are the steps to writing a good supporting statement:

Step one:	Use the advert and job profile to help you identify <ol style="list-style-type: none"><li>1. What will I be doing in the role?</li><li>2. What skills will I be using?</li><li>3. When have I used these skills before?</li></ol>
Step two	Group together the areas of the person specification and show how you meet each area. It is important to give clear examples of when you have met the criteria. Use the CAR model to help you (see attachment 1 of this guide). You might also want to ask colleagues who know your work well for any ideas that they can think of.
Step three	Check out these do's and don'ts <b>DO</b> <ul style="list-style-type: none"><li>• Ensure examples are specific to the role you are applying for</li><li>• Avoid lengthy descriptions</li><li>• Try to use a range of examples throughout the supporting statement</li><li>• Try and connect the accountabilities to the skills you are evidencing</li><li>• Use headings to make it easier to read</li><li>• Remember you are aiming to get an interview – so be helpful to the reader. Be clear about how you meet the requirements of the job</li></ul> <b>DON'T</b> <ul style="list-style-type: none"><li>• Write down everything you are good at</li><li>• Keep it brief by only using key words lifted from the job profile</li><li>• Just make something up if you haven't got a particular skill</li><li>• Ignore the instructions about word count</li></ul>
Step three	Review the draft of your statement using these prompts. For each paragraph ask yourself: <ul style="list-style-type: none"><li>• Have I provided a short context?</li><li>• What experience does the example show I have?</li><li>• What skills does this paragraph show I have?</li><li>• How can I make it more succinct?</li><li>• Have I shown the process I followed, the actions I took, what my role was and who I interacted with?</li><li>• Have I included the outcome, the difference I made or lessons learned?</li></ul>
Step four	Amend and refine from above exercise
Step five	Ask a couple of people to give you some feedback on your statement
Step six	Have a look at the example supporting statement and see if this gives you ideas for improving your statement.
Step seven	If you would like more help on writing your supporting statement why not: <ul style="list-style-type: none"><li>• Sign up for a CV and Interview Skills 1:1 session on MyLearning</li><li>• Book a few sessions with a career coach (include Snet link) to get you started in identifying your transferrable skills.</li><li>• Work with a colleague and help each other with supporting statements</li><li>• Ask colleagues and friends to help you identify evidence of how you meet the person specification.</li></ul>

## Appendix one: The CAR model

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In your supporting statement it is essential you present the information clearly and succinctly, evidencing your actions and the result for each example. Ideally, you should aim to provide one example for each topic heading (approximately 6 lines)

The CAR model can help you to do this:

### **Context**

This is a brief description of the situation and the task you were faced with.

### **Actions**

This is where you explain what you did and how you did it.

### **Result**

Finish your answer with the outcome of the exercise or experience.

### **Context**

- ✓ What was the problem or issue?
- ✓ What was your aim or objective?
- ✓ What was your role?
- ✓ Who else was involved and what was your relation to them?

### **Action**

- ✓ What you did and how you did it?
- ✓ How did you decide?
- ✓ What measures of success did you have? (try and include some metrics (reduced costs by x%, increased uptake of courses by X %, etc)
- ✓ What actions did you take and what skills did you use at each stage?
- ✓ How did you overcome any challenges?

### **Result**

- ✓ What was the outcome?
- ✓ Did you achieve what you had set out to achieve?
- ✓ What did you learn?

### **Education**

I have 8 GCSE's including Maths and English and 2 A' Level passes in English and Sociology. I have also undertaken internal training on 'Equality and Diversity' and 'How to provide excellent customer service'.

### **Knowledge**

I understand the importance of the project stages and ensure I consider them in my work. I recently completed a review of our business process for managing complaints for which I agreed specific objectives with my Manager and a time frame in which I would complete the work. I sent a survey out to our recent customers about their experience of the complaints process and used these to map out a revised process. Having obtained feedback from my colleagues and manager, I set up the new process and we are still using it now. In the last month, our resolution time for complaints has been halved.

### **Skills and Abilities**

#### **IT tools**

I use Microsoft office packages regularly including Word to prepare letters and use Excel to track orders and monitor any complaints.

#### **Improving customer service**

I am committed to providing a good customer experience and always seek to resolve any issues promptly and effectively. I listen to the customer, check understanding and make sure they feel their issue is being taken seriously. I am responsible for customer care within our team and regularly seek feedback from existing and new customers on their experience of our service and what we could do to make it even better. I especially listen to bad feedback and do my best to not only resolve their issues but also improve our processes to avoid other people having the same experience. As a result of this, I have made changes to both our tracking spreadsheet and our complaints process.

#### **Communication skills and building relationships**

One complaint I dealt with recently involved a man who was extremely angry about his order not being delivered. I listened to him and made sure I took all the information I needed to investigate his query in the first phone call. I assured him I would look into it and gave him a time I would call him back. I investigated his delivery and identified that the address we had was not complete, I was able to rectify this and arrange for it be sent out as a special delivery. I contacted the man back to confirm I had found his parcel and arranged the delivery and I contacted him the following day to confirm it had been delivered. He was very pleased with his parcel and thanked me for taking the responsibility to resolve his problem.

### **Administration and organisation**

I am able to balance my workload effectively and manage my own time. I use a weekly to do list, prioritising, negotiating and carrying forward tasks, as necessary. I work closely with my team to ensure we can cover our work as a team. This ensures I can meet my own objectives as well as our team's objectives.

### **Relevant Experience**

#### **Practical business support skills**

Whilst studying, I completed temporary assignments in 3 different offices, which taught me the practical skills of working in an office environment such as following processes, finding, using and setting up equipment, working with a team and customer care.

In all the work I have done I have worked with customers ensuring they receive a good level of service and support. By being professional, efficient and courteous in my own work and referring customers appropriately I feel this improves their experience of our service.

#### **Analysing information**

I am responsible for monitoring and tracking new orders and have set up an Excel spreadsheet that the whole team can access and input into, which allows us to see clearly which orders are close to the time limit for processing. I produce weekly reports for my manager on the volume of orders, any risk areas and recommendations to manage any issues to improve our service. Since the spreadsheet was set up we have reduced our delayed orders by 18%.

#### **Solving queries**

I regularly record and analyse information and use this to show how effectively the team are processing orders and resolving issues. I also help customers with their queries on things such as how to order, delivery times and the returns process based on our policies and procedures.