Customer Committee Application Guidance

In the Candidate Information Brief for this role [found on our website](#), it details the role description and person specification for the Customer Committee role.

There are nine competency statements that make up the person specification and the application form asks you to reflect on your experience against each of these statements. This enables us to review how your experience matches the criteria required to be effective in this role.

To help you to give the best possible responses in your application form, please review the guidance below

Completing competency-based answers

It is not sufficient to say that you have the relevant experience – you should provide evidence of how you have made a success of that experience by describing how you acted in scenarios, and what effect(s) the action(s) had.

To enable us to review your suitability for this role using the application form, you should provide examples of how you meet each competency statement. To help you to complete your answers, we recommend using the STARR approach.

The STARR approach stands for **S**ituation, **T**ask, **A**ction, **R**esult, **R**eflection. When forming your answer for each competency statement, you should think about each of these areas.

By using the recommended approach to demonstrate your experience for each criterion, it will help you provide examples in a structured way without using too many words.

Using the STARR approach

Think about each element of the STARR approach when forming your answers for each of the competency statements on the application form:

Situation

→ think of a situation you have found yourself in (professionally, personally, academically etc) that is relevant to the competency and that you can use to demonstrate how you meet the competency.

Task

→ what was the task you were involved in? explain in some detail your individual involvement and role in the task that demonstrates how you meet the competency. Were you part of a team? leading a team? working alone?

Action

→ what was the action you took? did it have a positive / negative impact? (less successful examples are just as acceptable but you may wish to reflect in your answer the lessons learned).

Result

→ what was the impact of your action(s) on you, others etc? what was the overall outcome?

Reflection

→ what did you learn? what did those around you learn? how might you manage the same situation differently next time?

→ you can also use this part to highlight other key skills or knowledge mentioned in the candidate pack (if possible)

Hints & Tips for Success

→ If you do not have an example to use, we recommend that you seek advice from those who have observed you in a professional, academic, voluntary or other vocational capacity as there could be examples which you have forgotten about.

→ We highly recommend you **do not** miss out providing an example for any of the essential criteria. By doing so you indicate that you do not (or cannot) meet the criteria.

→ Most of your examples should be on the **A**ction and **R**esults (and **R**eflection when appropriate).

→ There are a lot of helpful websites that explain how to answer "STARR questions" if you need more guidance.

→ Remember to review your application before submission ensuring you have checked it for spellings and grammatical errors and that you have included everything you need to and removed anything which is repetitive or irrelevant.