

## Job Description Template with Key Pillars

**Note:** In this example of a job description the role is split into a number of key pillars, the expected behaviors are listed under each of the pillars. The behaviors described are of those expected of someone performing well in the role. The pillar headings are given as examples only. It may be useful to produce this document using spreadsheet software if more pillars are needed or pillars would be better grouped which would enable a sheet per group.

Job Title	
Department	
Location	
Reports To	

Job Overview				
Customer Service	Teamwork	Leadership	Technical	Learning and Development
e.g. Takes a solution focused approach to resolving customer enquiries.	e.g. Acts as a sounding board to other members of the team.	e.g. Takes a mentoring role with a junior member of the team.	e.g. Delivers the service in line with Company expectations.	e.g. Takes responsibility for own learning.
	e.g. Takes ownership of issues rather than passing them to others.		e.g. Makes products to specification.	e.g. Shares learning with the team.