**Graham Anderson - Area manager.**

The key competences that we would look for a successful applicant which also then stays with them as they then progress through the company is: firstly, a strong work ethic, so we are working in a busy fast paced environment. You essentially are given the tools to run your own business, with someone else's money, which is great, but part of that … there is hard-work that you have to take along the way in order to progress. Flexibility and by flexibility, linking it to my career story, that willingness to move around but also in terms of flexibility of your thought process and willing to adapt to different ideas and different things that come into the business. Also we look for communication, so whether that’s communication with a customer base with other employees, but and being able to communicate a message clearly, I suppose is really important. The next quality would be leadership. Really when applying for the role we're looking for future leaders, we’re not interviewing for someone to just come in and work in the branch and do the training, it’s really looking for future leaders and future managers within the business and on top of that we have a strong focus as a company on customer service, so someone that shows a real care for customers and also there is an element of sales.