PERSON SPECIFICATION

Job Title: Publications Assistant

Department: Member Administration

The person specification sets out the essential and desirable knowledge, experience, and skills required for this role. The competency-based selection process will look for evidence that you meet the criteria and core behaviours described below.

Stage assessed at: A/F=Application Form, A= Assessment, I =Interview

AREA	CRITERIA	A/F	A	I
1. Knowledge, Training and Qualifications				
	• Good standards of literacy and numeracy	✓	✓	
	• An understanding of confidentiality and data protection issues	✓		✓
	• Health and safety awareness including manual handling	✓		✓
2. Experience				
	• Experience of working in a customer service and/or process driven environment	✓		✓
	• Experience of delivering an excellent customer service, with the ability to manage customer expectations about what can be delivered	✓	✓	✓
3. Skills				
	• Ability to communicate at all levels across the organisation including in person, by telephone and via email		✓	✓
	• Ability to plan work and prioritise according to business needs whilst working within tight timescales	✓	✓	✓
	• Ability to maintain attention to detail and accuracy when recording information and providing a publications ordering and despatch service	✓	✓	✓
	• Ability to analyse and interpret data	✓	✓	
	• Ability to work with minimal supervision whilst seeking advice and support when needed		✓	✓
	• Ability to develop productive working relationships within and outside the team	✓	✓	✓
	• Good tact and diplomacy skills		✓	✓
	• IT literate with the ability to use Microsoft Office packages (including Word, Excel and	✓	✓	

	Outlook), databases and the internet to an intermediate level			
4. Other Requirements				
	• Commitment to continuing professional development and open to sharing knowledge and learning from others	✓		✓
	• Awareness of the aims and activities of the RCN	✓		✓
	• Values equality and diversity	✓	✓	✓
	• Ability to work flexibly to meet the needs of the service			✓

June 2023

The RCN Core Behavioural Competency Framework informs the key behaviours our employees need to demonstrate in their roles.

Inspire others to greater heights	Value those around you	Show passion for our services	Build outstanding relationships	Get to the heart of the business	Stay one step ahead
Be passionate about developing yourself and others and push yourself beyond your comfort zone	Prize diversity and deal fairly and consistently with people while recognising individual differences	Have members' and customers' interests at the heart of everything you do and go out of your way to manage & exceed their expectations	Lead and contribute to your teams success and collaborate with people around you & those beyond your immediate team	Have the business interests of the RCN at the forefront of all you do and seek out opportunities to develop your business know-how	Be inquisitive, think differently and embrace opportunities for change, helping others to adapt and encouraging new ideas
Use the strengths of those around you to maximum effect	Challenge unacceptable behavior where it exists	Demonstrate pride in the RCN and passion for its services	Understand how your team impacts on others	Learn all aspects of the business with enthusiasm	Improve how things are done
Take personal ownership of all that you do	Treat everyone with respect regardless of their position	Ensure all you do has a benefit to members and customers	Focus on your team's primary goals	See yourself as a shareholder in the RCN	Adapt enthusiastically to change and different ways of working
Persist in the face of difficulties and overcome obstacles	Recognise the benefit of different viewpoints	Empower members and customers to help them become more involved	Share knowledge within your team and across other teams	Generate viable opportunities to help the RCN grow and develop	Tackle unfamiliar situations with confidence
Articulate your views and be open to others' opinions	Communicate openly and actively listen to those around you	Stay calm and focused when dealing with challenging situations	Support and help those around you	Work within tight timescales when needed	Help others to respond positively to change
Coach others and share your expertise	Treat everyone fairly and consistently	Go the extra mile	Demonstrate pride in your team and its work	Prioritise work to respond to urgent needs	Be prepared to do things differently & learn from mistakes
Trust those around you to do their jobs	Encourage mature discussion of differences	Build strong partnerships with outside agencies	Plan projects to involve key people from the start	Show efficiency and value in your use of resources	Adapt your thinking according to the needs of the situation
Seek feedback and learn from what you hear	Be approachable and give time to others	See a task through to the end	Identify opportunities for cross-team working	Translate plans into realistic targets and objectives	Show positive energy even in times of pressure
Lead by example and act as a role model	Respect individual and cultural differences	See things from the members' and customers' perspectives	Understand your strengths and play to them when you can	Understand the impact of your actions on the business	Keep an open mind and think creatively about problems at work
Empower and develop yourself and those around you	Recognise the impact of your behaviour on those around you	Build rapport with members and customers	Seek expertise from outside the team where necessary	Focus on the purpose of your role	Encourage constructive discussion about change
Speak up if you can see a better way to do things	Seek out stakeholders' views where possible	Keep members and customers informed	Ensure all team members have a meaningful part to play	Concentrate on delivering best value	Show your initiative in all that you do