

PERSON SPECIFICATION

Job title: Team Coordinator

Department: Customer Services







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	Essential			
	• Knowledge of contact centre ways of working, priorities, standards and operations including AVAYA and Verint	✓	✓	✓
	• Knowledge of employment and professional issues affecting nurses, health care assistants, nursing students and healthcare	✓	✓	✓
	• An understanding of confidentiality and data protection issues	✓		
	• Experience of advising on employment relations, legal and nursing issues	✓	✓	✓
	Desirable			
	• Supervisory or people management experience and/ or relevant management qualification	✓		
2. Experience	Essential			
	• Experience of working in a successful, fast-paced, specialist customer-focused environment	✓		
	• Experience of delivering exceptional customer service, aiming for first contact resolution	✓		
	• Experience of using specialist knowledge to resolve issues	✓		✓
	• Experience of managing customer/member and staffs' expectations in what can be offered and delivered by the department and organisation.			✓
	Desirable			
	• Experience of employment relations, law, trade unions and nursing	✓		
3. Skills	Essential			
	• Ability to build a rapport quickly establish constructive relationships with members,	✓		

AREA	CRITERIA	A/F	A	I
	customers and staff whilst maintaining professional boundaries			
	• Excellent communication skills, with the ability to communicate complex information clearly and concisely over the telephone to a diverse client group	✓		✓
	• Ability to listen actively and ask relevant questions	✓	✓	
	• Good prioritising and work-planning skills for self and others to ensure that tight deadlines are achieved under pressure		✓	
	• Ability to analyse, interpret, and extrapolate complex information and statistical data and to translate findings into meaningful communications		✓	
	• Ability to develop and share suggestions for ways of working, systems and procedures to ensure that own work and that of the team is carried out effectively	✓	✓	
	• Ability to adapt plans or reprioritise to respond to urgent needs, with the ability to escalate issues appropriately where necessary	✓		✓
	• Ability to use a range of different IT software packages relevant to a contact centre environment, as well as high level skills in standard Microsoft packages	✓	✓	
	• Ability to maintain attention to detail & accuracy when recording information or carrying out a task whilst working within tight timescales	✓		✓
4. Other requirements	Essential			
	• Committed to the aims and objectives of the RCN and to the wider nursing and healthcare community	✓		
	• Ability to work weekends and shifts and is available for occasional travel with infrequent but some overnight stays	✓		✓
	• Evidence of professional development focused on both management/leadership as well as customer service	✓		

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

Inspire others to greater heights  <p>Be passionate about developing yourself and others and push yourself beyond your comfort zone</p>	Value those around you  <p>Prize diversity and deal fairly and consistently with people while recognising individual differences</p>	Show passion for our services  <p>Have members' and customers' interests at the heart of everything you do and go out of your way to manage & exceed their expectations</p>	Build outstanding relationships  <p>Lead and contribute to your teams success and collaborate with people around you & those beyond your immediate team</p>	Get to the heart of the business  <p>Have the business interests of the RCN at the forefront of all you do and seek out opportunities to develop your business know-how</p>	Stay one step ahead  <p>Be inquisitive, think differently and embrace opportunities for change, helping others to adapt and encouraging new ideas</p>
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