

PERSON SPECIFICATION

Job Title: Associate Director, Member Relations

Department: Legal Services & Member Relations

The person specification sets out the essential and desirable criteria required for this role. The selection process will look for evidence that you meet these criteria as well as the core behaviour competencies described further below.

Each criteria is assessed at one or more stage of the process as indicated by a ✓







- AF (application form) - your application needs to address the criteria ticked in this column
- A (assessment) – if you're shortlisted you'll do assessments that test these criteria
- I (interview) – if you're invited to interview you'll be asked questions to assess these criteria

CRITERIA		A/F	A	I
1. Knowledge, Training and Qualifications	Essential			
	• Degree or equivalent	✓		
	• Expert knowledge of customer relations, case management systems and complaint handling	✓	✓	✓
	Desirable • Experience and/or knowledge of working within a trade union.	✓		
2. Experience	Essential			
	• Significant experience in the required knowledge area	✓	✓	✓
	• Experience of making a positive contribution to advancing equity, diversity and inclusion agendas	✓	✓	✓
	• Experience of team leadership, responsibility for service delivery and supporting business operational and strategic planning	✓	✓	✓
	• Experience of transformation project management work		✓	
	• Experience of significant line management responsibilities	✓	✓	✓
	• Significant experience of supervising, developing and professionally line managing staff	✓		✓
	• Demonstrate experience of developing team operating protocols and operating standards	✓		✓
	• Experience of managing budgets to ensure a cost-effective service delivery and able to	✓		

	develop new income generating processes			
	<ul style="list-style-type: none"> • Significant experience of building strong and successful relationships with both internal and external stakeholders 	✓		✓
3. Skills	Essential			
	<ul style="list-style-type: none"> • Ability to provide operational oversight of a large team 	✓		✓
	<ul style="list-style-type: none"> • Ability to develop new ways of working 	✓		✓
	<ul style="list-style-type: none"> • Ability to consult with large teams regarding consultations and management of change processes 		✓	✓
	<ul style="list-style-type: none"> • Ability to represent both Member Relations and the wider organisation in internal and external forums 	✓		✓
	<ul style="list-style-type: none"> • Ability to lead, manage and motivate a high performing team and other stakeholders 	✓	✓	✓
	<ul style="list-style-type: none"> • Ability to contribute to both corporate, operational, and strategic plans and translate these into realistic team and individual targets and objectives in line with strategy 	✓		
	<ul style="list-style-type: none"> • Ability to work as a member of the RCN Senior Management Team 	✓		✓
	<ul style="list-style-type: none"> • Ability to clearly communicate and implement organisational decisions 	✓		
	<ul style="list-style-type: none"> • Analytical skills to assess complex information and situations to achieve an appropriate solution/approach 	✓		
	<ul style="list-style-type: none"> • Management of risk registers and an ability to assess risk 		✓	✓
	<ul style="list-style-type: none"> • Outstanding communication, written and presentation skills 	✓	✓	✓
	<ul style="list-style-type: none"> • Ability to manage conflict and relationships appropriately, negotiating by building a shared understanding and achieve resolutions where appropriate 	✓		✓
	<ul style="list-style-type: none"> • Ability to develop and sustain successful working relationships with both internal and external stakeholders 	✓	✓	✓
	<ul style="list-style-type: none"> • Excellent prioritising and planning skills to manage own workload within tight deadlines and whilst under pressure 	✓		
	<ul style="list-style-type: none"> • Ability to use Microsoft Office Packages including Word, Excel, PowerPoint, email, internet, and diary software to an intermediate level 	✓		
4. Other Requirements	Essential			
	<ul style="list-style-type: none"> • Contribute to the development of the RCN Legal Services & Member Relations directorate organisational plan 	✓		
	<ul style="list-style-type: none"> • Strong personal commitment to promoting and embedding equity, diversity and inclusion. 	✓	✓	✓

	<ul style="list-style-type: none"> • Commitment and evidence of continuous professional development 	✓	✓	✓
	<ul style="list-style-type: none"> • Share knowledge by leading and delivering training as and when required 	✓	✓	✓
	<ul style="list-style-type: none"> • Treat your colleagues fairly, consistently and with respect 	✓	✓	✓
	<ul style="list-style-type: none"> • Ability to travel with occasional overnight stays 			✓

The RCN Core Behavioural Competency Framework informs the key behaviours our employees need to demonstrate in their role and these will be assessed throughout the recruitment and selection process.

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