

## PERSON SPECIFICATION

**Job Title:** Institute Admin Team Leader

**Department:** Institute of Nursing Excellence

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 |
|--------------------------------------------------|------------------------------------------------------------------------------------------------------------|-----|---|---|
| <b>1. Knowledge, training and qualifications</b> | <b>Essential</b>                                                                                           |     |   |   |
|                                                  | • Good knowledge of office and administration systems and processes.                                       | ✓   |   | ✓ |
|                                                  | • Knowledge of HR processes and practices                                                                  | ✓   |   |   |
| <b>2. Experience</b>                             | <b>Essential</b>                                                                                           |     |   |   |
|                                                  | • Experience of working in an administrative role.                                                         | ✓   |   | ✓ |
|                                                  | • Experience of building strong working relationships with colleagues and customers at all levels.         | ✓   |   | ✓ |
|                                                  | • Experience of contributing to the ongoing improvement of an administrative service.                      | ✓   |   | ✓ |
|                                                  | • Experience of providing an exceptional customer service.                                                 | ✓   |   | ✓ |
| <b>3. Skills</b>                                 | <b>Essential</b>                                                                                           |     |   |   |
|                                                  | • Ability to communicate effectively, both in writing and verbally.                                        | ✓   | ✓ | ✓ |
|                                                  | • Ability to use technology such as the Internet to undertake simple search of relevant nursing resources. | ✓   |   | ✓ |
|                                                  | • Ability to plan work and prioritise according to business needs, while working within tight timescales.  | ✓   | ✓ | ✓ |
|                                                  | • Ability to plan work and prioritise according to business needs, while working within tight timescales.  | ✓   | ✓ | ✓ |
|                                                  | • Ability to take ownership of the administration of designated projects, events and workstreams.          | ✓   |   | ✓ |
|                                                  | • Ability to delegate effectively.                                                                         | ✓   |   | ✓ |

| AREA                         | CRITERIA                                                                                                                                                                                                                      | A/F | A | I |
|------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|---|---|
|                              | <ul style="list-style-type: none"> <li>• Ability to draft correspondence and to format professional letters.</li> </ul>                                                                                                       | ✓   | ✓ |   |
|                              | <ul style="list-style-type: none"> <li>• Ability to provide administrative support to meetings including preparing agendas and taking action points and minutes.</li> </ul>                                                   | ✓   |   |   |
|                              | <ul style="list-style-type: none"> <li>• Ability to use Microsoft Office to an intermediate level, including Word, Excel and Outlook, including the ability to reformat documents and to create charts and tables.</li> </ul> | ✓   | ✓ |   |
|                              | <ul style="list-style-type: none"> <li>• Ability to record data in spreadsheets and process invoices and expenses.</li> </ul>                                                                                                 | ✓   |   |   |
|                              | <ul style="list-style-type: none"> <li>• Ability to use Microsoft Office Packages including Word, Excel, PowerPoint, email, internet and diary management and software.</li> </ul>                                            | ✓   | ✓ |   |
|                              | <ul style="list-style-type: none"> <li>• Ability to demonstrate a high level of attention to detail.</li> </ul>                                                                                                               | ✓   | ✓ | ✓ |
| <b>4. Other requirements</b> | <b>Essential</b>                                                                                                                                                                                                              |     |   |   |
|                              | <ul style="list-style-type: none"> <li>• Ability to travel with occasional overnight stays.</li> </ul>                                                                                                                        | ✓   |   | ✓ |
|                              | <ul style="list-style-type: none"> <li>• Ability to occasionally work flexibly in accordance with work requirements.</li> </ul>                                                                                               | ✓   |   | ✓ |
|                              | <ul style="list-style-type: none"> <li>• Demonstrates a commitment to continuing professional development.</li> </ul>                                                                                                         | ✓   |   | ✓ |
|                              | <ul style="list-style-type: none"> <li>• Values equality and diversity.</li> </ul>                                                                                                                                            | ✓   |   | ✓ |

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

| <b>Inspire others to greater heights</b><br> <p>Be passionate about developing yourself and others and push yourself beyond your comfort zone</p> | <b>Value those around you</b><br> <p>Prize diversity and deal fairly and consistently with people while recognising individual differences</p> | <b>Show passion for our services</b><br> <p>Have members' and customers' interests at the heart of everything you do and go out of your way to manage &amp; exceed their expectations</p> | <b>Build outstanding relationships</b><br> <p>Lead and contribute to your teams success and collaborate with people around you &amp; those beyond your immediate team</p> | <b>Get to the heart of the business</b><br> <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> | <b>Stay one step ahead</b><br> <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                                                                                                                                                                                                            |