

# Person Specification

## Improvement, Standards, Engagement Team Assistant

Knowledge, Skills, Experience	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Educated to higher level (or equivalent), or equivalent experience</li> </ul>	
<b>Industry Experience</b>	<ul style="list-style-type: none"> <li>A minimum of 1 year's administration experience in a client/customer services environment.</li> </ul>	<ul style="list-style-type: none"> <li>Awareness/experience of working with public sector.</li> </ul>
<b>Specialist Knowledge</b>	<ul style="list-style-type: none"> <li>Strong administration skills.</li> <li>Excellent communication skills including accurate clear written skills and good telephone skills and manner.</li> <li>Experience of handling numerical data and working with simple statistics</li> </ul>	<ul style="list-style-type: none"> <li>Good knowledge and or experience of public service provision in one or more of the areas of the Ombudsman's jurisdiction.</li> </ul>
<b>Technical Skills</b>	<ul style="list-style-type: none"> <li>Working knowledge of IT packages including Word, Excel and Outlook.</li> <li>Attention to detail. Excellent administrative skills including accurate keyboard skills and attention to detail for data entry.</li> </ul>	<ul style="list-style-type: none"> <li>Experience of case management information systems.</li> </ul>
Job Holder Competencies		
<b>Planning and organising</b>	<ul style="list-style-type: none"> <li>Plans ahead, setting relevant, realistic goals.</li> <li>Effectively balances competing priorities.</li> <li>Routinely reviews targets/goals and takes appropriate action to ensure results are achieved.</li> <li>Manages time economically and efficiently.</li> <li>Anticipates, identifies and minimises problems.</li> </ul>	
<b>Delivering excellent service</b>	<ul style="list-style-type: none"> <li>Promotes and projects a positive image of the organisation.</li> <li>Works hard to understand stakeholders' views and communicate our remit and responsibility.</li> <li>Delivers on time and to the agreed level of quality.</li> <li>Recommends improvements to enhance quality of service.</li> </ul>	
<b>Effective communication and managing relationships</b>	<ul style="list-style-type: none"> <li>Tailors communication method and style to suit audience.</li> <li>Uses plain language and avoids jargon. Is articulate and communicates promptly and clearly.</li> <li>Listens actively and checks for clarification and mutual understanding.</li> <li>Shows respect and empathy for others view point.</li> <li>Expresses disagreement or challenges views calmly, constructively and tactfully.</li> <li>Works hard to build and maintain networks that provide mutual benefit and support.</li> </ul>	
<b>Working together and valuing difference</b>	<ul style="list-style-type: none"> <li>Responds supports and co-operates with others.</li> <li>Shares knowledge, information and ideas openly and constructively challenges ideas.</li> <li>Shares responsibility for achieving team goals and works flexibly to achieve them.</li> <li>Shows respect, integrity, professionalism and sensitivity in treatment of others.</li> </ul>	
<b>Developing self and others</b>	<ul style="list-style-type: none"> <li>Sets and reviews performance against job related targets.</li> <li>Personally responsible for building up own experience and filling knowledge gaps.</li> <li>Shows determination to develop self by seeking new challenges/stretching goals.</li> <li>Measures and reflects on performance against goals, learning from experience.</li> <li>Embraces constructive feedback and challenges others thinking.</li> <li>Takes up or provides opportunities for knowledge sharing.</li> </ul>	

**Being open and adaptable**

- Tries hard to gather information about the organization to have an overview.
- Tailors actions to support strategic objectives and targets.
- Seeks out and contributes to ideas for improvement.
- Is adaptable and willing to try new ways of working in response to changing needs.