

## PERSON SPECIFICATION

**Job title:** Senior RCN Officer

**Department:** RCN Scotland







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>  |     |   |   |
|  | • Knowledge of health and social care and issues that impact on nurses and HCA's  | ✓   |   | ✓ |
|  | • Knowledge and understanding of the NMC regulatory framework   | ✓   |   | ✓ |
|  | • Knowledge of best practice in relation to employment practices, equality and diversity and equal opportunities  | ✓   | ✓ | ✓ |
|  | • Knowledge of professional practice and nursing development  | ✓   |   | ✓ |
|  | • Knowledge of trade union and healthcare organisations   | ✓   |   | ✓ |
|  | • Understanding of issues affecting nurses, nursing and healthcare  | ✓   | ✓ | ✓ |
|  | • Registered Nurse with evidence of CPD   | ✓   |   | ✓ |
| <b>2. Experience</b>                             | <b>Essential</b>  |     |   |   |
|  | • Experience of negotiating on behalf of others in a professional capacity  | ✓   | ✓ | ✓ |
|  | • Experience of representing and advising on complex issues in relation to HR processes and practices, professional practice, professional development and terms and conditions of employment | ✓   | ✓ | ✓ |
|  | • Experience of project management  | ✓   |   | ✓ |
|  | • Experience of advising on organisational change   | ✓   |   | ✓ |
|  | • Management experience – supervising, managing and developing people   | ✓   | ✓ | ✓ |
|  | • Experience in planning, preparing and presenting to audiences and simplifying complex issues  | ✓   | ✓ | ✓ |

| AREA                         | CRITERIA   | A/F | A | I |
|------------------------------|--|-----|---|---|
|                              | <ul style="list-style-type: none"> <li>• Experience of delivering excellent customer experience</li> </ul>   | ✓   | ✓ | ✓ |
|                              | <ul style="list-style-type: none"> <li>• Experience of maintaining a high level of resilience in challenging circumstances</li> </ul>  | ✓   | ✓ | ✓ |
| <b>3. Skills</b>             | <b>Essential</b>   |     |   |   |
|                              | <ul style="list-style-type: none"> <li>• Ability to manage difficult conversations and situations in professional manner</li> </ul>  |     | ✓ | ✓ |
|                              | <ul style="list-style-type: none"> <li>• Proven ability to manage conflict and retain a positive and resilient outlook</li> </ul>  |     | ✓ | ✓ |
|                              | <ul style="list-style-type: none"> <li>• Ability to lead, and inspire others to follow</li> </ul>  |     |   | ✓ |
|                              | <ul style="list-style-type: none"> <li>• Ability to manage staff, volunteers and lead a patch team to deliver consistent and effective services to members and internal customers</li> </ul> | ✓   | ✓ | ✓ |
|                              | <ul style="list-style-type: none"> <li>• Ability to work in partnership with other organisations</li> </ul>  |     |   | ✓ |
|                              | <ul style="list-style-type: none"> <li>• Ability to develop and sustain effective working relationships with range of stakeholders internally and externally</li> </ul>                      | ✓   | ✓ | ✓ |
|                              | <ul style="list-style-type: none"> <li>• Ability to present in a confident and engaging manner</li> </ul>  |     | ✓ | ✓ |
|                              | <ul style="list-style-type: none"> <li>• Effective communication skills including written and oral skills</li> </ul>   | ✓   | ✓ | ✓ |
|                              | <ul style="list-style-type: none"> <li>• Ability to use Microsoft Office Packages including Word, Excel, PowerPoint, email, internet and diary software to an intermediate level</li> </ul>  |     | ✓ |   |
|                              | <ul style="list-style-type: none"> <li>• Good analytical skills to assess complex information and situations in order to achieve an appropriate solution/approach</li> </ul>                 |     | ✓ | ✓ |
|                              | <ul style="list-style-type: none"> <li>• Ability to plan and prioritise workload to ensure deadlines are met under pressure</li> </ul>   | ✓   | ✓ | ✓ |
|                              | <ul style="list-style-type: none"> <li>• Ability to act on own initiative and make decisions as appropriate</li> </ul>   |     |   | ✓ |
| <b>4. Other requirements</b> | <b>Essential</b>   |     |   |   |
|                              | <ul style="list-style-type: none"> <li>• Requirement for occasional overnight stays</li> </ul>   | ✓   |   | ✓ |
|                              | <ul style="list-style-type: none"> <li>• Ability to travel to meet work related deadlines</li> </ul>   | ✓   |   | ✓ |
|                              | <ul style="list-style-type: none"> <li>• Commitment and evidence of continuous professional development</li> </ul>   |     |   | ✓ |

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

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