

PERSON SPECIFICATION

Job title: Member Experience and Journey Training Lead

Department: UK Case Management







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			
	• Experience of devising and delivering training to groups of learners on new initiatives	✓		
	• Knowledge of Organisational Development, Training and Learning, Management Development theory and practice	✓		
	Desirable			
	• Qualification in teaching / group facilitation	✓		
2. Experience	Essential			
	• Relevant experience of providing training and learning services	✓		✓
	• Experience of commissioning, delivering and evaluating Learning & Development activities for groups, managers and individuals		✓	
	• Experience of facilitating groups of various sizes	✓	✓	✓
	• Experience and knowledge of the delivery of member services in a Trade Union setting	✓		✓
	• Experience of developing online learning	✓		✓
	Desirable			
	• Experience of line management	✓		✓
3. Skills	Essential			
	• Ability to make clear decisions in line with departmental strategy, while being proactive in resolving issues	✓	✓	
	• Ability to be factually accurate and comprehensive while communicating clearly and precisely in both written and oral communication	✓	✓	✓

AREA	CRITERIA	A/F	A	I	
	<ul style="list-style-type: none"> Ability to liaise confidently with stakeholders when making decisions, ensuring that stakeholders are kept informed and consulted where appropriate 	✓	✓	✓	
	<ul style="list-style-type: none"> Excellent coaching skills with a willingness to understand alternative priorities and perspectives 		✓	✓	
	<ul style="list-style-type: none"> Ability to provide sound advice and guidance to managers in supporting Learning and Development needs, while understanding the wider organisational impact 	✓		✓	
	<ul style="list-style-type: none"> Ability to interrogate report data to identify trends and issues within service delivery. 		✓	✓	
	<ul style="list-style-type: none"> Ability to maintain productive partnerships with all relevant stakeholders while developing networks across the organisation 	✓		✓	
	<ul style="list-style-type: none"> Ability to project manage, identifying clear measures for progress and success and delivery against them 	✓	✓	✓	
	<ul style="list-style-type: none"> Ability to constructively challenge and feedback constructively to both staff and managers 		✓	✓	
	Desirable				
	<ul style="list-style-type: none"> Ability to draft correspondence and management report writing 			✓	
4. Other requirements	Essential				
	<ul style="list-style-type: none"> Demonstrates a good balance between caring for people and delivering on the task 	✓			
	<ul style="list-style-type: none"> Commitment to sharing information throughout the organisation in order to facilitate learning 	✓		✓	
	<ul style="list-style-type: none"> Commitment to respecting and promoting the organisational values 			✓	
	<ul style="list-style-type: none"> Respects and values equality and diversity within the workplace 		✓	✓	
	<ul style="list-style-type: none"> Ability to challenge where necessary to ensure positive and constructive learning environments. 			✓	
	<ul style="list-style-type: none"> Ability to prioritise and manage self and workload 			✓	
	<ul style="list-style-type: none"> Ability to travel throughout the UK 	✓		✓	
	<ul style="list-style-type: none"> Willing to work flexibly in line with the reasonable requirements of the role 			✓	

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

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