

PERSON SPECIFICATION

Job title: RCN Officer

Department: England

Division: North West Regional Office







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 | | | |
| | • Knowledge of health and social care and issues that impact on nurses and nursing support workers | ✓ | ✓ | ✓ |
| | • Awareness of the NMC regulatory framework | | | ✓ |
| | • Knowledge of best practice in relation to employment practices, equity, diversity and inclusion | ✓ | ✓ | ✓ |
| | • Knowledge of trade union and healthcare organisations | ✓ | ✓ | ✓ |
| | Desirable | | | |
| • A current and active registration with the NMC and evidence of CPD | ✓ | | ✓ | |
| 2. Experience | Essential | | | |
| | • Experience of managing conflict and challenging situations on a regular basis | ✓ | | ✓ |
| | • Experience of delivering excellent customer experience | ✓ | ✓ | ✓ |
| | • Experience of maintaining a high level of resilience in challenging circumstances | ✓ | ✓ | ✓ |
| 3. Skills | Essential | | | |
| | • Good influencing and negotiation skills to represent and negotiate on behalf of members | ✓ | ✓ | |
| | • Ability to plan and prioritise workload to ensure deadlines are met under pressure | | ✓ | |
| | • Ability to develop and sustain effective working relationships with range of stakeholders internally and externally | ✓ | | ✓ |

| AREA | CRITERIA | A/F | A | I |
|------------------------------|---|-----|---|---|
| | <ul style="list-style-type: none"> • Proven ability to manage conflict and retain a positive and resilient outlook | ✓ | | ✓ |
| | <ul style="list-style-type: none"> • Ability to represent and advise on issues in relation to HR processes and practices, professional practice, professional development and terms and conditions of employment | ✓ | ✓ | |
| | <ul style="list-style-type: none"> • Analytical skills to assess information and situations in order to achieve an appropriate solution/approach | | ✓ | ✓ |
| | <ul style="list-style-type: none"> • Ability to use Microsoft Office Packages including Word, Excel, PowerPoint, outlook, internet and diary software to an intermediate level | ✓ | | |
| | <ul style="list-style-type: none"> • Ability to present in a confident and engaging manner | ✓ | ✓ | |
| | <ul style="list-style-type: none"> • Effective communication skills including written and verbal skills | ✓ | ✓ | ✓ |
| | <ul style="list-style-type: none"> • Good influencing and negotiation skills to represent and negotiate on behalf of members | ✓ | ✓ | |
| 4. Other requirements | Essential | | | |
| | <ul style="list-style-type: none"> • Ability to travel to meet work related deadlines | ✓ | | ✓ |
| | <ul style="list-style-type: none"> • Valid car drivers licence and access to a vehicle | ✓ | | ✓ |
| | <ul style="list-style-type: none"> • Requirement for occasional overnight stays | ✓ | | ✓ |
| | <ul style="list-style-type: none"> • Commitment and evidence of continuous professional development | ✓ | | ✓ |

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

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