



SECTION 2 - PERSON SPECIFICATION

(A) - Job Details

Job Title	Resourcing Support Officer to Head of Resourcing & Shared Services	AfC Band	Indicative band 4
Hours of Work	37.5 hours per week	Base	Agile / Trust base location to be agreed
Department	Resourcing & Shared Services	Directorate	People Services

(B) – Key Components

		E / D*	Assessed by A/Int/T/P**
Qualifications	Educated to NVQ level 4/GCSC/A- Level or equivalent or significant direct experience in similar senior administrative/project support role leading to sound knowledge of administrative procedures.	E	A
	OCR level 2, diploma in secretarial skills or equivalent.	E	A
	Educated to degree level or equivalent or significant direct experience supporting at director level.	D	A
	Full UK Driving Licence (up to 3 points will be considered, dependent upon penalty code).	E	A
Skills and Knowledge	Experience of Working in Recruitment or HR Department and wider understanding of the HR functions.	E	A/I
	Excellent knowledge of Microsoft Office including Word, Excel, PowerPoint, MS Teams and Outlook.	E	A
	Full administration experience including minute taking and diary management.	E	A/T
	Able to deal with a high volume of work whilst maintaining standards and meeting deadlines. Good time management skills with the ability to re-prioritise where necessary.	E	I
	Ability to liaise and communicate effectively with staff and managers at all levels in the organisations and with managers from the wider NHS and external organisations.	E	A/I
	Ability to work independently and to use own initiative when appropriate and when responding to critical and complex emails on behalf of the Deputy Director Workforce.	E	A
	Excellent interpersonal and communication skills, with the ability to act on complex information.	E	I



	Excellent written English skills including the ability to draft comprehensive reports and letters to members of the public, staff members and senior colleagues.	E	T
	Strong attention to detail and accuracy, including advanced keyboard skills.	E	T
	Ability to learn new systems and procedures quickly and effectively.	E	I
	Attention to detail when dealing with complex data.	E	T/I
	Able to use own initiative.	E	A/I
	Experience of working autonomously using discretion when needed.	E	I
	Excellent organisational skills to be able to plan ahead and anticipate issues before they occur.	E	I
	Knowledge of the NHS and ambulance services.	D	I
	Knowledge and experience in corporate governance.	E	I
Experience	Experience of working in a similar secretarial role.	E	I
	Previous experience working in the NHS, Ambulance Service or other Emergency Service.	D	T/I
Personal Attributes	Ability to deal with sensitive information with discretion and to maintain confidentiality at all times.	E	I
	Strong problem-solving skills, with the ability to respond to sudden, unexpected, or changing demands.	E	I
	Ability to work on own initiative and organise own workload with minimal supervision working to tight and often changing timescales.	E	A/I
	Flexible, energetic, decisive, adaptable.	E	I
	Tact/diplomacy when dealing with difficult situations.	E	I
	Able to travel within the region if required.	E	T/I

* Please indicate whether each element is an essential or desirable criteria

**Please indicate how each element will be assessed: application, interview, test or presentation