



**PERSON SPECIFICATION:
CORE OPERATIONS SUPPORT**

COMPETENCIES	ESSENTIAL	DESIRABLE
<p>Achieving: Being clear about objectives and priorities and focusing on results. Promoting change and making improvements that help Corra Foundation to achieve its overall goals.</p>	<ul style="list-style-type: none"> • Be able to ensure that you are clear about work objectives and priorities • Plan, organise and prioritise work to meet agreed deadlines • Complete work to agreed standards of accuracy and thoroughness. 	<ul style="list-style-type: none"> • Continually consider existing working processes and suggest improvements
<p>Communication: Communicating effectively, both orally and in writing. Considering the needs of diverse audiences, appropriate mediums and the role of technology in contributing to enhanced communications.</p>	<ul style="list-style-type: none"> • Good communication skills at all levels • Excellent attention to detail • Take account of diverse backgrounds when communicating • Listen actively to others i.e. listen in order to understand the idea or viewpoint being expressed • Be diligent and careful when passing on information. • Ability to question and clarify where necessary. • Ability to prepare and produce letters, short reports etc 	
<p>IT Application: Is able to use information technology to collate, arrange and organise data to store and retrieve relevant information quickly and efficiently and to analyse data to make effective decisions.</p>	<ul style="list-style-type: none"> • Highly proficient in the use of Microsoft Word, producing high quality and accurate reports, letters, mail merges etc • Highly proficient in the of use Microsoft Outlook to correspond manage diaries, arrange appointments, use email etc • Be able to use a database to update records • Be able to search on the Internet • Be able to search and sort information. 	<ul style="list-style-type: none"> • Use advanced database techniques • Use presentation packages. • Be able to use Microsoft Excel, creating and updating spreadsheets • Highly proficient in the of use Microsoft PowerPoint to create and amend presentations and materials

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<p>Managing Yourself: Being aware of how far our abilities extend and taking personal responsibility for our own actions and development. Develop and display confidence. Accepting and embracing change.</p>	<ul style="list-style-type: none"> • Be self-motivated, organise own work schedules and manage time effectively • Know when to seek support or guidance from others when we need it • Accept responsibility for your own work, actions and mistakes • Be willing to accept and embrace change and see change in a positive light • Be open and responsive to constructive feedback on our performance. 	
<p>Relationship: Able and willing to address needs of colleagues, applicants, other partners and stakeholders. Operating with consistency, awareness of sensitivities and adhering to guidelines.</p>	<ul style="list-style-type: none"> • Provide a consistently professional and helpful point of contact for all customers (both internal and external) and stakeholders • Listen to, establish and respond positively to different stakeholder needs • Operate within agreed guidelines in sharing information with stakeholders. • Operate with impartiality, fairness and diplomacy. 	
<p>Team Working: Co-operating with and considering others. Sharing knowledge and resources, striving for good working relationships. Respecting and valuing individual differences. Valuing and promoting team working.</p>	<ul style="list-style-type: none"> • Build and maintain good working relationships with all colleagues • Co-operate with colleagues on areas of work, sharing knowledge and experience where appropriate 	<ul style="list-style-type: none"> • Be open to different viewpoints and value the contributions which others make.

COMPETENCIES	ESSENTIAL	DESIRABLE
Experience	<ul style="list-style-type: none"> • Strong organisational skills and experience • Previous administrative experience in an office environment • Excellent working knowledge/experience of Microsoft Word, Outlook, mail merges (Microsoft Office 365) • Experience in the use of databases 	<ul style="list-style-type: none"> • Experience of Salesforce • Relevant experience working within a voluntary sector organisation
Education, qualifications, training	<p>Standard Grade (or O'Grade as previous): - English (at least General/National 5)</p>	<ul style="list-style-type: none"> • Touch typing training • Office & Information Management qualification • Customer care training • Experience and/or training in GDPR • Higher Grade English
Personal attributes/disposition	<p>Proactive, conscientious, approachable, helpful, honest and caring.</p>	