

## PERSON SPECIFICATION: SYSTEMS & DATABASE OFFICER

Competencies	Essential	Desirable
<p><b>Achieving:</b> 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"> <li>• Be able to ensure that you are clear about work objectives and priorities.</li> <li>• Plan, organise and prioritise work to meet agreed deadlines.</li> <li>• Complete work to agreed standards of accuracy and thoroughness.</li> </ul>	<ul style="list-style-type: none"> <li>• Continually consider existing working processes and suggest improvements.</li> </ul>
<p><b>Communication:</b> 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"> <li>• Good communication skills at all levels.</li> <li>• Excellent attention to detail</li> <li>• Take account of diverse backgrounds when communicating.</li> <li>• Listen actively to others i.e. listen in order to understand the idea or viewpoint being expressed.</li> <li>• Be diligent and careful when passing on information.</li> <li>• Ability to question and clarify where necessary.</li> <li>• Ability to prepare and produce letters, short reports etc.</li> </ul>	
<p><b>IT Application:</b> 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"> <li>• Highly proficient in the use of Microsoft Word, producing high quality and accurate reports, letters, mail merges etc.</li> <li>• Highly proficient in the use of Microsoft Outlook to correspond manage diaries, arrange appointments, use email etc.</li> <li>• Be able to use a database to update records.</li> <li>• Be able to search on the Internet.</li> <li>• Be able to search and sort information.</li> </ul>	<ul style="list-style-type: none"> <li>• Use advanced database techniques.</li> <li>• Use presentation packages.</li> <li>• Be able to use Microsoft Excel, creating and updating spreadsheets.</li> </ul> <p>Highly proficient in the use of Microsoft PowerPoint to create and amend presentations and materials.</p>

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<p><b>Managing Yourself:</b> 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"> <li>• Be self-motivated, organise own work schedules and manage time effectively</li> <li>• Know when to seek support or guidance from others when we need it.</li> <li>• Accept responsibility for your own work, actions and mistakes.</li> <li>• Be willing to accept and embrace change and see change in a positive light.</li> <li>• Be open and responsive to constructive feedback on our performance.</li> </ul>	
<p><b>Relationship:</b> 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"> <li>• Provide a consistently professional and helpful point of contact for all customers (both internal and external) and stakeholders.</li> <li>• Listen to, establish and respond positively to different stakeholder needs.</li> <li>• Operate within agreed guidelines in sharing information with stakeholders.</li> <li>• Operate with impartiality, fairness and diplomacy.</li> </ul>	
<p><b>Team Working:</b> 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"> <li>• Build and maintain good working relationships with all colleagues</li> <li>• Co-operate with colleagues on areas of work, sharing knowledge and experience where appropriate</li> </ul>	<ul style="list-style-type: none"> <li>• Be open to different viewpoints and value the contributions which others make.</li> </ul>
<p><b>Experience</b></p>	<ul style="list-style-type: none"> <li>• Strong organisational skills and experience</li> <li>• Previous administrative experience in an office environment</li> <li>• Excellent working knowledge/experience of Microsoft Word, Outlook, mail merges (Microsoft Office 365)</li> <li>• Experience in the use of databases.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of Salesforce.</li> <li>• Relevant experience working within a voluntary sector organisation.</li> <li>• Experience creating training materials for application's end users.</li> </ul>

Competencies	Essential	Desirable
	<ul style="list-style-type: none"> <li>• The capacity to learn quickly to fill in skills gaps and understand new systems.</li> <li>• Some knowledge of database technologies and database design concepts</li> <li>• Experience maintaining systems/applications</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to design and produce supporting documentation, video materials and web-based materials.</li> <li>•</li> </ul>
<b>Education, qualifications, training</b>	<ul style="list-style-type: none"> <li>• Standard Grade (or O' Grade as previous):-</li> <li>• English (at least General/National 5)</li> </ul>	<ul style="list-style-type: none"> <li>• Touch typing training.</li> <li>• Office &amp; Information Management qualification.</li> <li>• Customer care training.</li> <li>• Experience and/or training in GDPR / Information security.</li> <li>Higher Grade English.</li> </ul>
<b>Personal attributes/ disposition</b>	<ul style="list-style-type: none"> <li>• Proactive, conscientious, approachable, helpful, honest and caring.</li> </ul>	