

INWO Project Officer Person Specification

Job Holder Knowledge, Skills, Experience	Essential	Desirable
Qualifications	Degree or equivalent qualification. Recognised Project Management qualification.	
Industry Experience	A minimum of two years' experience in a project management environment within the public sector.	Knowledge of NHS Scotland structures and business processes. Knowledge of NHS Scotland policy development, for example PIN policies.
Specialist Knowledge	Strategic in approach and understands and addresses inter-dependencies through excellent knowledge of project management tools & techniques Experience managing work packages to deliverables and milestones; on time/within budget/meeting business needs. Proven experience of successful delivery within a project environment.	Demonstrable experience of using complaints performance information to improve service delivery.
Technical Skills	Competent IT skills (project management software, e-mailing, word processing, report preparation, data entry and retrieval of case documents).	Strong excel and PowerPoint skills.
Job Holder Competencies		
Planning and organising	<ul style="list-style-type: none"> ▪ Demonstrates ability to set up and manage small projects from end to end. ▪ Plans ahead, anticipates, identifies and manages risks to and sets realistic targets. ▪ Effectively balances competing priorities. ▪ Manages time economically and efficiently. ▪ Creates realistic and robust project plans, calculating critical paths, dependencies, risks and costs. ▪ Leverages best practices to significantly improve project outcomes. 	
Analysing and judging	<ul style="list-style-type: none"> ▪ Demonstrates the ability to gather, understand and interpret complex data. ▪ Demonstrates a clear and logical approach to analysing problems. ▪ Weighs up the evidence and reaches supportable conclusions. ▪ Does not take things at face value and challenges assumptions. 	
Applying professional knowledge	<ul style="list-style-type: none"> ▪ Has a full and up to date understanding and knowledge of relevant standards, guidance, processes and procedures and applies them appropriately to tailor them to each situation. ▪ Shows innovation and creativity in systematically looking at 'the way we do things' and exploring alternatives methodologies. ▪ Recognises when to use initiative to research technical points and when to seek or offer advice, based on own level of technical experience. ▪ Recognises the impact of decisions and plans for consequences. Weighs up potential risks versus gains of achieving strategic and business objectives. Notifies management appropriately of any impacts that risk achieving strategic and business objectives. ▪ Strives to uphold the highest professional standards and takes responsibility for setting a good example to others. 	
Managing change	<ul style="list-style-type: none"> ▪ Spots opportunities for continuous improvement and innovation, in line with strategic vision. ▪ Communicates the reasons for the change and describes what successful change will look like. ▪ Oversees the change planning process including anticipating problems, securing 	

	<p>ownership and gaining commitment.</p> <ul style="list-style-type: none"> ▪ Supports and drives implementation, project managing where appropriate and sustaining momentum. ▪ Ensures changes are stabilized, integrated and evaluated to ensure perpetuation and success. ▪ Manages the complexity of change, recognising it is not always linear and is comfortable working with ambiguity. ▪ Recognises and understands the reasons for change resistance and works with this to support others through the change process.
<p>Effectively communicating and managing relationships</p>	<ul style="list-style-type: none"> ▪ Clearly defines factors that support establishing a strong relationship with project stakeholders. ▪ Involves project stakeholders in planning and methods of working through life cycle of project. ▪ Demonstrates strong interpersonal and people skills to operate effectively as the public face of SPSO. ▪ Evidence of collaborative working with a range of stakeholders through an open, engaging and enthusiastic approach. ▪ Demonstrates the ability to gain stakeholder approval and support to increase trust and confidence across the project community. ▪ Ensures commitment of stakeholders at all stages of the project. ▪ Uses effective communication and negotiation to ensure stakeholder expectations are met. ▪ Anticipates future problems and addresses potential concerns throughout the life-cycle of the project. ▪ Has the ability to communicate effectively at all levels using different communication channels. ▪ Tailors communication method and style to suit the situation and audience. ▪ Is articulate and communicates confidently and clearly. ▪ Uses plain language and avoids jargon. ▪ Listens actively and checks for clarification and mutual understanding. ▪ Expresses disagreement or challenges views calmly, constructively and tactfully.
<p>Working together and valuing difference</p>	<ul style="list-style-type: none"> ▪ Actively supports and co-operates with colleagues. ▪ Shares information openly and readily. ▪ Consistently acts towards others with integrity, professionalism, sensitivity and respect. ▪ Treats others fairly, openly and consistently.