## Learning and Improvement Officer Person Specification

| Job Holder Knowledge, Skills, Experience | Essential | Desirable |
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| **Qualifications** | Degree or equivalent qualification. | Project management qualification. |
| **Industry Experience** | A minimum of two years' experience in a project management environment within the public sector. | Experience of using management information to identify need for service improvements in the public sector. Experience of successfully implementing improvements to public sector service provision. |
| **Specialist Knowledge** | A minimum of two years' experience of developing valuing adding recommendations for public sector organisations, or of successfully managing the implementation of recommendations for improvement in a public-sector organisation. | Demonstrable knowledge of using complaints performance information to inform process redesign and/or service improvement in the public sector. |
| **Technical Skills** | Competent IT skills (e-mailing, word processing, report preparation, data entry and retrieval of case documents). | Expert excel skills. Strong PowerPoint skills. |

| Job Holder Competencies | |
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| **Planning and organising** | <ul><li>Demonstrates ability to set up and manage small projects from end to end.</li><li>Plans ahead, anticipates, identifies and manages risks to and sets realistic targets.</li><li>Effectively balances competing priorities.</li><li>Manages time economically and efficiently.</li><li>Delivers on time to the agreed level of quality.</li></ul> |
| **Analysing and judging** | <ul><li>Demonstrates the ability to gather, understand and interpret complex data.</li><li>Demonstrates a clear and logical approach to analysing problems.</li><li>Weighs up the evidence and reaches supportable conclusions.</li><li>Does not take things at face value and challenges assumptions.</li><li>Recognises and knows when to use primary and/or secondary resources in research methodologies.</li><li>Understands the difference between subjective and objective research findings.</li><li>Competent in operational process analysis and design.</li></ul> |
| **Effectively communicating and managing relationships** | <ul><li>Demonstrates strong interpersonal and people skills to operate efficiently and effectively with a both internal and external stakeholders.</li><li>Evidence of collaborative working with a range of stakeholders through an open, engaging and enthusiastic approach.</li><li>Has the ability to communicate effectively at all levels using different communication channels.</li><li>Tailors communication method and style to suit the situation and audience.</li><li>Is articulate and communicates confidently and clearly.</li><li>Uses plain language and avoids jargon.</li><li>Listens actively and checks for clarification and mutual understanding.</li><li>Expresses disagreement or challenges views calmly, constructively and tactfully.</li></ul> |
| **Applying professional knowledge** | <ul><li>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.</li><li>Shows innovation and creativity in systematically looking at 'the way we do things' and exploring alternatives methodologies.</li><li>Recognises when to use initiative to research technical points and when to seek or offer advice, based on own level of technical experience.</li><li>Recognises the impact of decisions and plans for consequences. Weighs up</li></ul> |

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| | 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. |
| **Being open and adaptable** | ▪ Tailors actions to support the strategic objectives of the organisation and achieve specific targets. |
| | ▪ Seeks out and contributes towards ideas for improvement and challenges ideas for change constructively where appropriate. |
| | ▪ Is adaptable and willing to try new ways of working in response to changing demands and needs within and outside of the organisation. |
| **Working together and valuing difference** | ▪ Actively supports and co-operates with colleagues. |
| | ▪ Shares information openly and readily. |
| | ▪ Consistently acts towards others with integrity, professionalism, sensitivity and respect. |
| | ▪ Treats others farily, openly and consistently. |