

Person Specification

**PA to CEO and Central Services Support Office Manager**

This person specification lists the skills, knowledge and experience required.

E = Essential criteria; D = Desirable criteria;

S = Short listing criteria; I = Interview criteria; Application Form AF

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| **Criteria** | **Essential or****Desirable** | **Interview****Criteria** |
| **Education** |  |  |
| A levels, HNC (or equivalent)  | E  | Yes/AF |
| Project management qualification | D  | Yes/AF |
| Secretarial qualification  | D | Yes/AF |
| **Knowledge and Skills** |  |  |
| IT Literate (Outlook / Microsoft Word / Excel) and office systems | E | Yes/AF |
| Good communication skills both verbal, written and interpersonal  | E  | Yes |
| Ability to represent the organisation and communicate with a wide range of people using excellent active listening skills to form healthy and professional relationships respecting boundaries.  | E | Yes  |
| The ability to forge effective working relationships within the administrative and Central Services team.  | E  | Yes |
| Ability to represent the CEO and SLT articulately to internal and external stakeholders in a style consistent with the organisation’s brand.  | E  | Yes |
| Good organisational skills, with the ability to work under pressure, prioritising workload and meeting deadlines with minimum supervision. | E  | Yes |
| Ability to develop effective working relationships and work collaboratively with other managers, partners, trustees and Senior Leaders to supporting the wider business needs. | E  | Yes  |
| Ability to drive and a willingness to travel to other Stonepillow or partners locations when required. Possession of a full, clean current driving licence is essential.  | E  | Yes/AF |
| Good interpersonal and ‘brokerage’ skills such as negotiation, persuasion, flexibility and problem solving | E | Yes |
| Research and report-writing skills and the ability to interpret or present data | D | Yes |
| Knowledge of charity sector | D  | Yes |
| Ability to deal sensitively with challenging situations with staff, customers, clients and volunteers | D  | Yes |
| **Experience** |  |  |
| Proactively project manage projects on behalf of the CEO and Senior Leadership team. | E  | Yes |
| Experience of office and team management. | E  | Yes |
| Knowledge and experience of working within data protection rules | D | Yes |
| **Personal Attributes**  |   |  |
| Commitment to personal growth and extending own professional competence and knowledge | E  | Yes |

**Equal Opportunities**

We are an equal opportunities employer and welcome applicants form across the community. All employees have a legal and moral responsibility to ensure that Stonepillow’s workplace is free from discrimination, harassment and bullying.

**Stonepillow Values**

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All staff at Stonepillow are expected to work according to our five values. Below are examples of the behaviours expected for each of them. These will be assessed at interview and are included here to inform your expectations of the type of person we are looking for to join our organisation.

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| **Inclusive** Blockchain |
| ***Valuing diversity*** * The smallest minority is the individual.
* We respect and value people for who they are, and believe that by giving people a voice, and listening to what they have to say, we all benefit.
* We are open and value differences to ensure we maintain our professional boundaries
* We look to involve our clients, volunteers and staff in all we do, and where we see it, we challenge discrimination.
* We believe in giving people at all levels a voice in decisions.
* Giving every individual the chance to achieve their potential free from prejudice and discrimination.
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| **Innovative** Brainstorm |
| ***Innovation and quality*** * Open to change.
* In our thoughts, words and actions we look for ways to innovate and develop our services
* We are constantly listening and learning.
* Inspire and motivate colleagues and clients to be part of the continued success of Stonepillow
* Come across as proactive and innovative in coming up with new ideas and creative solutions; build positively on the ideas of others
* Constructively challenge the status quo, identifying opportunities to do things better and grow our organisation.
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| **Accountable**Atom |
| ***Being professional*** * Understand how your work contributes to Stonepillow’s overall aims, fully embracing their role and responsibilities in helping us achieve a positive future for our clients
* Take personal responsibility for achieving your best or if mistakes are made.
* Be ambitious, setting clear and challenging goals; help and motivate others to achieve results.
* We take responsibility for our actions, keeping people informed and always do what we’ve said we’ll do.
* We take on board feedback and evaluate your results and impact as we strive to improve.
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| **Focused**Shape  Description automatically generated with low confidence |
| ***Being client focused and working collaboratively**** Take considered and balanced decisions in the interests of the clients we support
* Respond to stakeholder needs and feedback, putting clients at the heart of all we do and involving them in decisions that affect them
* Actively collaborate and work well with others across and outside the organisation, seeking ways to support each other’s work
* Share knowledge, information, and best practice with colleagues; seek to learn from other areas of the business
* Focus your time and energy on the tasks that are highest priority
* Track progress against targets and focus on delivering results in unity with partnerships and stakeholders

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| **Kindness** Open hand with plant |
| ***Respectful and kind**** We are approachable, actively offering help and support to others
* We are respectful and kind to others - it reflects in our key ethics
* Show interest in and empathy for others, respecting all colleagues, volunteers, and clients as individuals
* Active humility - Admit mistakes and be willing to ask for help and support when needed - personal growth is a key ingredient to kindness
* Actively listen, encouraging others to contribute their views; be open to suggestions from others, regardless of who they are
* Commit to learning new skills that will develop your approach and your commitment to unconditional positive regard.
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**The following are required of all roles with Stonepillow. However, you do not need to address these in your application.**

 Genuine interest in and commitment to Stonepillow’s work and client group.

 An understanding of and commitment to diversity, inclusion & equality

 Willingness to work flexibly in response to changing organisational requirements.