



Person Specification

This form lists the essential and desirable requirements needed in order to do the job.

Applicants will be shortlisted **solely** on the extent to which they meet these requirements.

Job Title: Central Support Officer

Ref no.:

Department/Division: UKRI GCRF Gender, Justice and Security Hub, Centre for Women, Peace and Security **Accountable to:** Hub International Strategy and Partnerships Manager

Competency (HERA)	Evidence	E/D
Knowledge and Experience	Experience of working in an administrative role, providing a high level of professional support to colleagues	E
	High level IMT skills, including MS Word, Excel, Outlook, PowerPoint and the ability to develop and maintain databases.	E
	Experience in implementing office-based systems (IT, monitoring and evaluation or Health and Safety) and providing guidance and training to colleagues when needed	E
	Demonstrable ease of working with Information Technology and high level of competence in learning new software and technologies.	E
	An interest in and commitment to the Sustainable Development Goals on gender equality, peace and justice, and the global women, peace and security agenda.	E
	Experience in implementing systems for regular receipt of reports, providing support where needed	D
	Experience providing administrative support in an academic research environment	D
	Experience working in the field of women's / human rights / international development	D
	Experience in providing support for events and communications activities	D



Planning and Organising Resources	Evidence of planning and organising own workload.	E
	Experience of working on varied and multiple tasks concurrently to competing deadlines.	E
	Experience in maintaining records, including financial data, effectively and accurately in a manner that can be used by others.	E
	Ability and commitment to keep own work practices, systems and procedures under on-going review, updating and amending as required.	E
Communication	Excellent communication skills, including the ability to communicate clearly and accurately, both orally and in writing, with a wide range of internal and external contacts.	E
	Excellent command of the English language with proven ability to proof-read, copy-edit and format reports and publicity materials.	E
	Ability to use format documents to a high standard, within style and brand guidelines	E
	Ability to handle confidential and sensitive information	E
	Ability to develop appropriate guidance for the implementation and oversight of procedures and systems and providing training where required	E
	Ability to communicate in Arabic, Spanish, Tamil or Sinhala.	D
Initiative and Problem Solving	Ability to independently solve problems as they arise.	E
	Self-motivation and the proven ability to be pro-active and manage a diverse set of tasks with a minimum of supervision.	E
	Ability to recognise when a problem should be referred to others.	E
	Ability to think creatively to generate possible solutions to problems, and present options and a proposed course of action to colleagues,	E
Teamwork	Experience of having participated in and contributed actively to a team of colleagues with different responsibilities, working collectively towards a common goal.	E
	Ability to develop professional productive working relationships	E



	<p>with internal and external colleagues and stakeholders working in a number of fields and sectors including senior academics, high profile influencers, professional support staff.</p> <p>Commitment to work as part of a team in a diverse support role, assisting the smooth running and maintenance of a co-operative atmosphere.</p> <p>Experience of working in a team with colleagues based in other locations and awareness of issues which may arise.</p>	<p>E</p> <p>D</p>
Service Delivery	<p>Exceptional attention to detail with the ability to spot errors, inconsistencies and ambiguities.</p> <p>Ability to provide a high standard of service and information accurately and promptly to internal and external requests.</p> <p>Ability to maintain professionalism in a front of house role</p>	<p>E</p> <p>E</p> <p>E</p>

E – Essential: requirements without which the job could not be done.

D – Desirable: requirements that would enable the candidate to perform the job well.