



## 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:** Hellenic Observatory Administrator and Communications Officer (12 months - Maternity Cover)

**Department/Division:** Hellenic Observatory Centre for Research on Contemporary Greece and Cyprus  
**Accountable to:** Hellenic Observatory Manager

Competency	Criteria	E/D
<b>Knowledge and Experience</b>	Evidence of Excellent IT skills across Microsoft Office applications, design software, digital marketing campaign applications and CMS platforms, social media platforms.	E
	Experience with copy-editing and production of publications, using Adobe Indesign, Canva, Copilot and other related applications and software.	D
	High level digital literacy and demonstrable experience of using social media tools and techniques.	E
	Evidence of experience in office administration and of working in a busy office environment, with competing deadlines.	E
	Demonstrable experience in the organization of events.	E
	Fluent knowledge of Greek both written and spoken.	D
	Experience in marketing campaigns for non-profit sector organizations	D
	Educated to degree level, or equivalent in a relevant discipline such as in the social sciences, politics, economics, or humanities or significant relevant work experience	E
	Interest in current political and economic developments in Greece, Cyprus and the UK	D
Experience of managing online and hybrid events	E	
<b>Communication</b>	Evidence of communicating effectively in person, by email, by phone and other written material.	E



	<p>Demonstrable ability to write clearly and concisely for different audiences and purposes e.g., website, reports, social media, and publicity material.</p> <p>Ability to produce and curate social media presences effectively for a wide variety of audiences.</p> <p>Ability to produce engaging communication content, in text, audio and imagery format.</p> <p>Strong interpersonal skills including the ability to build relationships and interact with staff across the organisation to achieve positive outcomes.</p> <p>Ability to handle confidential and sensitive information.</p> <p>Demonstrable ability to convey complex information in a clear and concise manner.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>E</p>
<b>Initiative and Problem Solving</b>	<p>Ability to solve standard day-to-day problems as they occur, following set standards and procedures. To anticipate these and propose solutions with little day-to-day supervision.</p> <p>Ability to recognise when a problem should be referred to others and deal with non-standard problems in a calm and professional manner.</p> <p>Ability to act autonomously and work independently assuming responsibility in their area of work.</p> <p>Ability to identify areas for expansion and to take initiative with others in reaching this objective.</p>	<p>E</p> <p>E</p> <p>E</p> <p>D</p>
<b>Teamwork and Motivation</b>	<p>Ability to function proactively as a member of a team.</p> <p>Ability to support team members to reach common goals.</p> <p>Evidence of being self-motivated and able to work independently on tasks with minimal supervision.</p> <p>Ability to work in synergy alongside team members on shared projects and contribute to team discussions and meetings.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>
<b>Service delivery</b>	<p>Experience of day-to-day office administrative processes.</p> <p>Ability to provide a high standard of service across all projects responsible.</p>	<p>E</p> <p>E</p>



	<p>Proven track record of responding quickly, flexibly and professionally to different needs (by e-mail, telephone and in person) and deal with internal and external contacts in a courteous and helpful manner.</p> <p>Ability to work accurately and with excellent attention to detail.</p> <p>Ability to report and in an accurate and timely fashion on the status and work of the projects responsible for.</p> <p>Ability to resolve technical matters arising working closely with the relevant stakeholders and school divisions and to keep staff abreast of issues and delays.</p> <p>Experience in communication campaigns and social media.</p> <p>Ability to speedily update, social media networks, and relevant databases as required when supporting the remit's projects.</p> <p>Reliable and ability to work with a degree of flexibility.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p>
<p><b>Planning and Organising Resources</b></p>	<p>Ability to plan and prioritise own workload, often working on multiple tasks at the same time.</p> <p>Ability to work to tight and often conflicting deadlines.</p> <p>Proven ability to initiate and develop office systems to manage and organise ongoing work, keep records and files updated and filed on shared space in line with GDPR and retention schedule rules.</p> <p>Ability to introduce and improve systems and processes.</p> <p>Ability to design and review tools and materials relevant to the public programme and communications, including campaign monitoring and evaluation tools.</p>	<p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p>
<p><b>Liaison and Networking</b></p>	<p>Ability to develop good working relationships with external contacts and in developing external networks.</p> <p>Ability to provide a professional service at all times.</p> <p>Evidence of having initiated, built, or led internal networks, maintained relationships over time and established new communication channels.</p>	<p>E</p> <p>E</p> <p>D</p>
<p><b>Investigation, Analysis and Research</b></p>	<p>Ability to research, develop and compile relevant specific databases for Greece and Cyprus.</p>	<p>E</p>



	Knowledge on collating and analysing data from software systems and from the internet.	D
	Ability to design and deliver marketing and communications campaigns.	E
	Ability to summarise and interpret data from a variety of sources.	E
	Social and political awareness and ability to relate this to communications activities.	D
	Ability to contribute to planning of the upcoming agenda of public events and seminars.	D

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

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