

Administrator Excellence Profile

Team work

- Builds and maintains a great rapport with colleagues.
 - Demonstrates a 'can do/will do' attitude and a willingness to roll up sleeves and get involved in anything that needs doing.
 - Understands the challenges and benefits of working in a small team and enjoys doing so.
 - Shares knowledge, information and ideas to support working as a team.
 - Is enthusiastic about the role and energises those around them.
 - Really believes in the purpose of the Queen's Nursing Institute Scotland (QNIS).
 - Has the confidence to ask others for support and looks for ways to support them.
 - Takes time to celebrate after working hard to achieve goals.
 - Balances the urgent and important and enjoys working flexibly.
 - Thrives in a dynamic and rapidly changing environment, embracing change.
 - Brings a sense of fun to the office.
 - Is open to engaging with staff wellbeing activities befitting of QNIS' status as a Mindful Plus employer.
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Relationship management

- Builds positive relationships, on the phone and in person, with all who we work with in order to enhance our reputation with community nurses and strategic decision makers across Scotland.
 - Demonstrates agility between stakeholders, whether suppliers, Trustees or elderly retired Queen's Nurses.
 - Understands the needs of others and identifies effective ways to meet those needs.
 - Able to identify potential pressure points with solutions.
 - Builds trust through delivering on actions agreed and exceeding the expectations of others.
 - Enables those in receipt of QNIS project support to flourish so they are always pleased to hear from us.
 - Negotiates brilliant deals with venues and sponsors, which make the best use of the charity's funds.
 - Makes visitors welcome with thoughtful hospitality.
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Outputs and productivity

- Prioritises work, sifting the important and the urgent and constantly looking at ways to do things more effectively.
 - Exemplary diary and travel management for two deputy directors.
 - Provides seamless administration for QNIS programmes, including the Queen's Nurse programme, maintaining momentum with timely reminders to participants, monitoring progress with accurate spread sheets, so that at any point in time we know exactly where we're up to on all our projects.
 - Brings a great blend of creativity, innovation and meticulous attention to detail to the planning of events which really put QNIS on the map.
 - Makes sure there are no surprises, flagging difficulties in good time and proposing ways forward.
 - Provides highly efficient and cheery committee support to Queen's Nurse Advisory Group and other groups, scheduling meetings to fit with many busy diaries, preparing committee papers, taking minutes and collating large amounts of complex information into manageable formats.
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Technical know how

- Great telephone manner and reception skills as the first point of contact for the organisation.
 - Well-honed skills in multi-tasking and ability to keep track of work despite constant interruptions.
 - Ability to produce accurate and timely management information, from detailed spread sheets, using an advanced level of knowledge of MS Excel.
 - Expert formatting to produce sharp and punchy documents in MS Word.
 - Skills in project management, using Gantt charts for detailed scheduling, recording all decisions and milestones so there's a clear audit trail for every project.
 - Able to bring together complex information and put it across understandably.
 - IT literate with ability to use new or bespoke software including CRM.
 - Digital literacy evidenced by experience of a range of social media platforms.
 - Ability to troubleshoot straightforward IT problems.
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