**PERSON SPECIFICATION**

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| **This form must accompany the Job Description to which it refers.** |
| **Job Title** | Programme Support Officer |
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| **Band/Grade** | Band 5 |

| **ATTRIBUTES** | **ESSENTIAL** | **DESIRABLE** |
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| **Qualifications** | HND or equivalent in Office Administration or relevant subject. | Experience of project management and methodology or qualification |
| **Training** | In-depth working knowledge of standard office software packages e.g., Microsoft Word, Excel, Office, PowerPoint.Evidence of commitment to updating skills and life-long learning. | Project ManagementEvents Management |
| **Experience**  | Providing administrative support to services/programmes/projects, including meeting/event planning and management.Providing committee support, especially detailed and accurate minute takingUse of standard office software packages e.g. Microsoft Word, Excel, Office, PowerPoint.Excellent organisational skills and the ability to work to deadlines and to organise a busy workloadExcellent written communication, with the ability to adapt style and form as appropriate. | A working knowledge of NHS system and structures or a working knowledge of NHS Scotland and NHS England laboratory commissioning.Minute taking on complex/technical topics.Report writing.Presenting information in PowerPoint/ report format.Experience handling confidential and sensitive information.Experience of receiving and answering customer or stakeholder queries through email or phone.Experience of working in a finance department or supporting finance functions.Experience of project management and project management methodology.To have the ability to learn and gain knowledge of the technical, medical and IT phrases to enable an increased efficiency and understanding in their role.Practical knowledge of Microsoft Project and Access, Adobe Acrobat Reader and Writer and website content management systems |
| **Personal Qualities** | Flexibility and the ability to work within a busy multidisciplinary teamTeam player with excellent interpersonal skillsSelf-motivated with the ability to work with minimal supervision |  |
| **General**  | Excellent level of verbal communication  | Full UK Driving licence |

**Please note:** It is a condition of this employment that you must live and remain a resident within the UK for the post in which you will be employed with NSS.