

PERSON SPECIFICATION

Post title: Information Adviser
 Directorate: Corporate Services
 Grade: 2



Requirements & Criteria	Essential/ Desirable	Method of Assessment
Knowledge/Experience		
Experience of team working	E	Application/ Interview
Experience of working in an administrative role	E	Application/ Interview
Experience of working with the public in a customer-facing role	E	Application/ Interview
A broad knowledge of Dartmoor	E	Application/ Interview
Education/Training/Qualifications		
Numeracy and literacy to GCSE level C or above, or equivalent	E	Application/ Interview
Welcome Host customer care training courses, or equivalent	D	Application/ Interview
Skills/Abilities		
Able to work independently as well as part of a team	E	Application/ Interview
Ability to communicate effectively with a wide ranging audience	E	Application/ Interview
Customer service skills	E	Application/ Interview
Ability to work without direct supervision	E	Application/ Interview
Ability to speak one or more foreign languages	D	Application/ Interview
Database skills	D	Application/ Interview
Working knowledge of the Microsoft Office applications (Word, Excel, Access, Outlook)	E	Application/ Interview
Good organisational, oral, written and interpersonal communication skills	E	Application/ Interview
Ability to work calmly and efficiently under pressure	E	Application/ Interview

Other Requirements		
Understanding the role of National Parks and the work of National Park Authorities	D	Application/ Interview
Willingness to undertake relevant training where required	E	Application/ Interview
Willingness and ability to travel as required	E	Application/ Interview
Subject to occupational health approval, is able to meet the physical demands of the post, including lone working	E	Application/ Interview

Job Specific Competencies (refer to Competency Framework)

<p>Communication & Interpersonal Skills (Level 1)</p> <ul style="list-style-type: none"> ▪ Uses a variety of channels to communicate in a clear and concise manner. ▪ Listens attentively to other people's views, ideas and concerns. ▪ Responds to others in an open, honest and appropriate manner. ▪ Ensures that the information and knowledge being communicated is accurate, current and complete. ▪ Asks additional questions for clarification when needed. ▪ Maintains good working relationships with colleagues and external contacts. ▪ Has a positive attitude to 'Team Dartmoor' and champions the work of DNPA
<p>Development of Self and Others (Level 1)</p> <ul style="list-style-type: none"> ▪ Takes responsibility for personal learning and development. ▪ Responds positively to feedback and applies learning. ▪ Makes suggestions for improvements to work processes in role / team. ▪ Demonstrates willingness to work on different tasks and in different areas to gain experience and broaden own skills. ▪ Demonstrates an awareness of own strengths and weaknesses, and identifies development needs and opportunities.
<p>Strategic Awareness (Level 1)</p> <ul style="list-style-type: none"> ▪ Understands own work objectives and deliverables and the measures of success. ▪ Appreciates the impact of own role in relation to other areas of DNPA and their direct customers. ▪ Has a broad understanding of the vision and purpose of DNPA and the role of all areas across the Authority. ▪ Understands and respects the core values of DNPA. ▪ Organises own day to day work, and responds quickly and positively to changing priorities. ▪ Actively participates in Team Dartmoor days. ▪ Demonstrates a flexible approach to supporting other teams, in order to achieve wider organisational objectives ▪ Champions the work of DNPA
<p>Working Effectively (Level 1)</p> <ul style="list-style-type: none"> ▪ Manages own time effectively. ▪ Ensures accurate management of data and record systems. ▪ Delivers results to meet agreed targets.

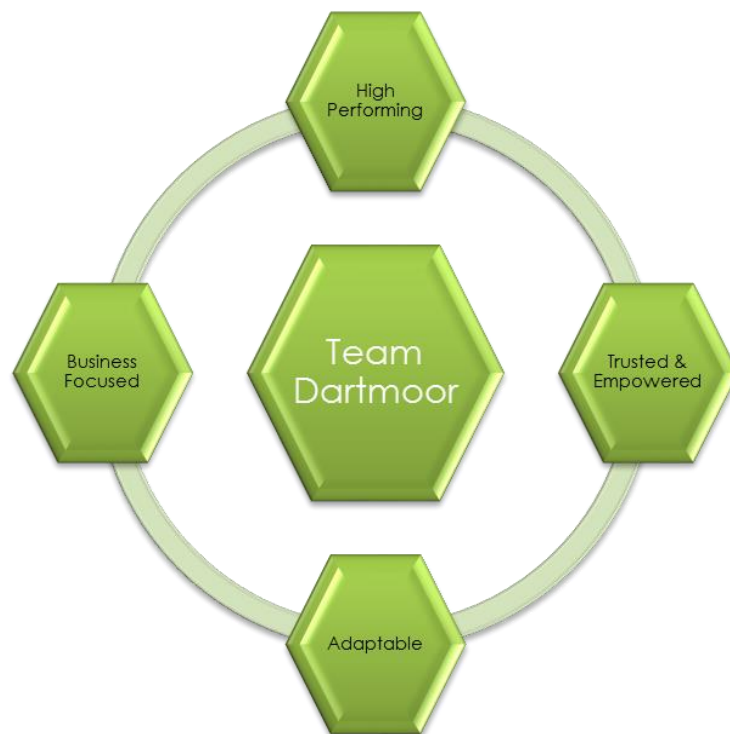
- Takes responsibility for own actions and for checking quality of own work.
- Follows Authority policies and procedures.
- Uses initiative to identify improvements to own work processes and adapts approach to become more effective / efficient.
- Works to a high standard to deliver a quality service to customers.
- Makes the best and most efficient use of resources.
- Possesses the necessary ICT skills to be able to effectively perform own role

Decision Making and Problem Solving (Level 1)

- Uses initiative to make decisions and solve problems relating to day-to-day work within the boundaries of their own role.
- Makes suggestions for improvements in relation to decisions or problems affecting their own area of work.
- Seeks advice or clarification from colleagues / managers where appropriate.
- Responds promptly to queries from colleagues regarding their own area of work.

Continuous Improvement (Level 1)

- Shows flexibility when circumstances change or when asked to change existing ways of working.
- Recognises the impact of changes on own area of work, and responds positively.
- Shows an ability to reflect on whether there is a better way of doing things, and makes suggestions for improvements in own area of work.
- Open to new ideas and initiatives.
- Has a desire to meet own objectives and do a good job.
- Strives to achieve full potential.



January 2023