



DESTINATION MANAGEMENT
& PROMOTION

Person Specification

Job Title:	PA to Chief Executive
Grade:	CV One Band 3 – Senior Customer Service
Section:	Human Resources
Location:	8 Hay Lane

Job Requirements	
Communication Skills:	Facilitates open discussion and debate to reach a mutually beneficial conclusion, presenting information in a format structured to influence and guide audience/readers to desired outcome.
Relationship Building:	Initiates appropriate and productive relationships inside and outside the organisation, building confidence and trust and displaying a patient, clear and where appropriate, assertive style when dealing with others.
Planning and Organising:	Schedules activities using allocated resources efficiently, identifying tasks/activities which must take priority and plans a sequence of actions considering the immediate and ultimate impact on each action.
Analysis and Decision Making:	Explores possible underlying causes of a problem, identifying implications and evaluating different view points to facilitate sound conclusions and informed decisions.
Responsibility and Ownership:	Promotes and supports the achievements of the Company and suitably represents CV One, taking ownership of issues as they arise and knowing when referral to others is necessary and ensuring follow up action takes place.
Change and Creativity:	Identifies and applies different approaches as circumstances change, applying existing ideas and techniques to new situations and constructively questioning the way things are done currently, proactively looking for ways to continuously improve.
Team Skills:	Encourages a belief in the value of own and team's contribution, effectively using individual skills to make the most of collective and individual strengths, building and motivating a strong and effective team who co-operate across departmental relationships.
Development of Others:	Identifies clear sequential steps for developing others' knowledge, skills or behaviours, assessing strengths and weaknesses by gathering information on work performance from varied sources.

Customer Focus:	Structures processes and procedures to best support customer needs ensuring that all agreed commitments are actioned and the customer is always kept fully informed, being alert to customer reactions, and adapting approach accordingly.
Role Related Knowledge:	Applies concepts, theories and techniques of specialism to competently handle the full range of standard work and to resolve problems without guidance.
Special Requirements:	Excellent organisational skills. Sound working knowledge of Microsoft Office and Outlook. Experience of taking minutes essential. Excellent communication and customer service skills. Capable of working to tight deadlines.