



## Operations Manager Person Specification

Criteria	Essential	Desirable	Evidence
Skills	<ol style="list-style-type: none"> <li>1. Excellent management skills</li> <li>2. Implementing Quality Assurance</li> <li>3. Evidence of previous positive team management</li> <li>4. Excellent standard of oral and written Communication skills.</li> <li>5. Demonstrable IT competence across all components of MS Office.</li> <li>6. Evidence of contract management and compliance responsibilities</li> </ol>		Application and interview
Knowledge	<ol style="list-style-type: none"> <li>1. NHS &amp; Social Care structures</li> <li>2. Measuring outcomes</li> <li>3. Advocacy principles and practice</li> <li>4. Understanding diversity</li> <li>5. Working with disadvantaged groups</li> <li>6. Good knowledge of Safeguarding</li> </ol>		Application and Interview
Qualifications	<ol style="list-style-type: none"> <li>1. Educated to degree level, or equivalent</li> </ol>	<ol style="list-style-type: none"> <li>1. Independent Advocacy Qualification, or equivalent</li> <li>2. ILM or other management qualifications</li> </ol>	Certificates
Experience	<ol style="list-style-type: none"> <li>1. Supervising staff</li> <li>2. Team building and management</li> <li>3. Delivering training</li> <li>4. Public speaking</li> <li>5. Implementing Equal Opportunities</li> <li>5. Working with and to, senior management / board level</li> </ol>	<ol style="list-style-type: none"> <li>1. Advocacy roles Working in the NHS and social care</li> <li>2. Produce Funder Reports</li> <li>3. Managing a budget</li> </ol>	References, Application and Interview
Other	<ol style="list-style-type: none"> <li>1. Driver with use of vehicle throughout the working week</li> <li>2. Willingness for some out of hours work</li> <li>3. No restrictions on work in UK</li> </ol>		Driving licence, personal identity documents