**The Advocacy Project Person Specification**

**Operations Manager**

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| **OPERATIONS MANAGER** | **ESSENTIAL** | **DESIRABLE** |
| **QUALIFICATIONS**  | * Minimum qualification to SCQF level 7 or equivalent
 | * Qualification to SCQF level 9 or equivalent
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| **EXPERIENCE** | * Ability to manage staff, contributing to management team or management training
* Ability to conduct procedural investigations
 | * Working within the field of independent advocacy and / or Social Care.
* Knowledge and experience of leading projects
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| **SKILLS & ATTRIBUTES** | * Excellent written and oral communication
* Statistical Analysis
* Ability to work under pressure with complete autonomy
* Demonstratable leadership skills
 | * Experience of contract management and delivery
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| **VALUES & ATTITUDES** | * A demonstrated commitment to equality and human rights
* Commitment to, and understanding of, the value of independent advocacy to the people who access it and the wider society
* A commitment to ensuring that clients, staff and volunteers are valued, supported and respected
 | * An understanding of the principles, standards and benefits of independent advocacy.
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| **KNOWLEDGE** | * An understanding of the issues/barriers affecting vulnerable individuals
* Knowledge and understanding in organisational management within the 3rd Sector
* Understanding of statutory sector structures
* An understanding of local and national political structures
* Understanding of equalities and a rights based approach to work
* Monitoring of Key Performance Indicators and reporting outcomes
 | * An up to date knowledge of the Professional Practice Award in Advocacy and its roll out externally
* Knowledge of Quality Assurance systems
* Knowledge and experience of Independent Advocacy sector
* Understanding of Health and Safety responsibilities
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