**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 |
| **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 |
| **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 |
| **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. |
| **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 |