

Person Specification – Operations Manager

The person specification is a picture of experience, skills, knowledge and ability required to carry out the job. It will also be used for candidate selection in the short-listing and interview process for this post. Applicants should demonstrate on their application form how they meet the following essential criteria.

Experience and qualifications		A/I
E1	Experience of the operational management of a support service in health and social care or a comparable field, with demonstrable project management skills	A/I
E2	Extensive experience in staff recruitment, management and support; experience in leading and motivating teams	A/I
E3	A good understanding of health and social care issues, knowledge of the issues affecting older people, adults and children with physical and learning disabilities, mental health issues, disabilities or addiction	A/I
E4	Knowledge of current health and social care policy	A/I
E5	Experience in person-centred support practice and in brokering support from a range of sources including statutory, voluntary and private agencies	A/I
E6	Evidence of educational qualifications is an essential requirement for this post. Qualifications will be relevant to all or parts of the post, and may include qualifications in information and advice work, project and staff management, care provision, counselling or other person-centred training, community development, adult education, health and social care, education to university degree level, or other relevant qualifications	A/I
Knowledge, Skills and Ability		
E7	Leadership, motivation and mentoring skills; ability to lead and support a team of Service Managers and support staff and to manage people issues as they arise, with support from the Director of Operations and People Department.	A/I
E8	Ability to work using outcomes focused, and person-centred approaches	A/I
E9	Ability to identify issues, research information and share with colleagues	A/I
E10	Excellent listening, verbal and written skills and the ability to produce reports	A/I
E11	Ability to deal with service users, their families and members of the public in a sensitive and person-centred manner	A/I
E12	Excellent organising, self-administration and time management skills and ability to work systematically	A/I
E13	Ability to manage a challenging and complex workload	A/I

Digital Competence		
E14	Excellent operational knowledge and experience of Windows 365 applications and the Microsoft Office environment, including Sharepoint, Teams, Word, Excel and Powerpoint	A/I
E15	High competence in digital communication e.g. MS Teams, Zoom etc	A/I
E16	A good understanding of the benefits of quality assurance systems and performance dashboards and the importance of statistical and qualitative recording and reporting.	A/I
Commitment to Equal Opportunities		
E17	A good understanding of equality and diversity issues; a commitment to supporting people from hard-to-reach, minority or marginalised groups and the ability to adhere to the Mungo Foundation's Equal Opportunities Policy	A/I
Other		
D1	Some knowledge or experience of supporting people in greatest need, including financial support, welfare benefits, income maximization and financial management skills	A/I
D2	Experience of service promotion to encourage take up and ensure excellent service reputation, including liaison with external agencies, development and dissemination of publicity materials and initiatives	A/I
D3	Experience of working with and/or supporting volunteers	
D3	Experience in group work or training	A/I
<i>E = Essential; D = Desirable Assessed by: A = Application; I = Interview; T = Test</i>		